



SERVICE AGREEMENT

Terms of Use

We value transparency and clarity in every collaboration. This agreement outlines the terms of service between the studio and each client, ensuring mutual understanding and trust. It applies to all clients who complete a purchase via our website or direct inquiry (email, contact form, or other channels), and defines the usage rights associated with the selected package.

Timeline, Revisions & Communication

- Work begins after the creative brief call.
- Turnaround time and number of revision rounds are defined by the selected package, as published on the studio's official website.
- Additional revisions beyond the included amount may incur extra fees.
- Final files are delivered digitally upon completion and full payment.
- Clear and timely communication from the client helps ensure the best possible outcome.

Package Details & Pricing

- Package contents and pricing are defined at the time of purchase and may vary based on client preferences.
- The studio reserves the right to update or modify package contents over time, without affecting purchases already completed.
- Note: Image posts refer to static graphic designs (non-animated). Animation or video content is only included where specifically stated.

Scope & Usage

- All design content is provided "as is" for personal or business use only, as defined in the agreed project scope.
- Any use beyond the agreed scope requires prior written approval.

Intellectual Property

- The studio retains full intellectual property rights until full payment is received.
- Upon payment, the client receives usage rights as defined in the specific project agreement.
- The studio retains the right to showcase any work created as part of this agreement in its portfolio, website, social media, presentations, or other promotional materials. This applies even after full payment has been received and usage rights have been granted to the client. Such use will always respect the integrity of the work and will not disclose any confidential client information.
- Any editing, resale, redistribution, or duplication of the content without prior written consent is strictly prohibited.

Payment Terms

- Payment is collected at the time of purchase.
- An invoice is automatically issued and sent to the client's email via the payment platform used.
- All payments are non-refundable once work has begun, unless otherwise agreed in writing.

Creative Integrity & Limitations

- We aim to deliver thoughtful, original design tailored to each client's needs.
- While we strive for excellence, results may vary based on subjective preferences.
- No guarantees are made regarding commercial success or specific outcomes.

Client Responsibility

- The client confirms they are acting on behalf of themselves or an authorized business entity.
- The client is responsible for the lawful use of all delivered content.
- By completing the purchase and scheduling the creative brief call, the client confirms they have read, understood, and accepted all terms outlined in this agreement, and waives any claims beyond what is explicitly stated herein.

Legal & Jurisdiction

- In the unlikely event of a dispute, both parties agree to first seek resolution through open communication.
- If needed, the matter will be resolved under the laws of the Dominican Republic, with exclusive jurisdiction in the competent courts as determined by the service provider.
- The studio's liability is limited to the amount paid for the specific service.

By initiating the design process, the client confirms full acceptance of this agreement and acknowledges that no additional claims or expectations shall apply beyond its explicit terms.

We are honored to be part of your brand's visual story.

Let's make something beautiful together – let the journey begin!