

POLICIES

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Payments

To pay we will send you an invoice for your files with the requested services as well as the amount due. Our Ltd bank account details will be on this. For any services to be carried out or completed. Payment will need to be made in full.

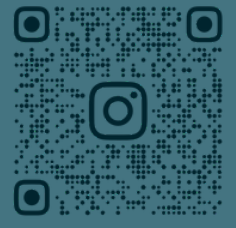
We now also accept Klarna we will send you a Point Of Sale link via email. This will enable you to either create an account with klarna or log into your account choosing the payment method which best suits yourself.

This can be done for anything up to £2000, which is subjective to affordability checks.

We will discuss requirements beforehand you will receive an emailed invoice from us aswell as your klarna receipt stating the amount for your chosen service.

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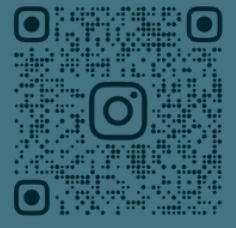
When do I need to Pay?

I require payment in full before any designs or website builds are started. Sometimes I will send graphics samples with your logo as reference with my watermark or insta tag. If you choose one of those designs once payment is recieved, I usually send full resolution copies without any watermarks. Until you have paid it is not your design, and posting it or using it is copyright infringement. Unless discussed otherwise the invoice needs to be paid within 24 hours. If the customer does not follow this. The designs shown as samples or discussed will either go back onto my files for another customer to choose or you will need to rebook for a new date to which a late payment fee will be applied to your next invoice order, and I would need to do a complete redesign if you chose a sample piece.

Can I get a Refund?

I have a strict no refunds policy. If you would like to change your designs (some come with revisions) we can discuss this or any additional fees due to design changes. If you change your mind after the payment has been made and I have already started with the design of your graphics or website you will not receive a refund.

no refunds will be given at any time unless at my own discretion.



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GDPR

After 12 months your files will be removed from our systems unless requested otherwise.

Important Information?

If you do not respond within a week of your booking after the invoice has been sent out, or when the design process has started and I have sent all watermarked samples. Your designs will be void and the design process will not continue. A fee will be applied if you still wish to go ahead. Hapn Creative Ltd holds the right to use all Designs for Marketing Purposes.

When Is A Late Fee Applied?

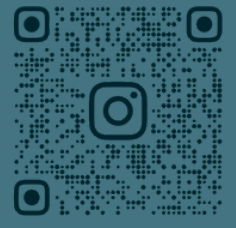
If you miss your slot due to being unresponsive, you will then be required to pay an additional £15 to secure a new date. Failure to pay the late fee along with the entire service fee will result in your designs being lost. They will be returned to files to be used elsewhere.

Booking Calendar

When booking in we will speak to you on our availability, along with info required to start your graphics or website. If you miss your date or are unresponsive after payment is made you will NOT be refunded anything you have paid, so it is EXTREMELY important that you book on a day that you know you are available to contact us. A late fee will be applied if replies are delayed resulting in the design process being slowed down or carried to another day. As this will affect other work and schedules set.

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The Week Deadline

If you have booked a slot but do not have all of your information in place and need to come back to me, you have two weeks in which to do so. If you fail to provide the required information for the works within two weeks your paid fee will be non refundable.

For example, if you have booked for a price list design but do not yet have your price list completed.

What Info Do You Need?

To book for a bespoke logo you will need to provide a written brief based on your ideas. All designs will be based on the information you provide, so it is important you include as much detail as possible on what it is that you would like. Your brief should include a colour palette, fonts, and any kind of graphics that you would like included. I also recommend sending inspiration pictures as samples so I can understand the style in which your looking for as well as your expectations.

What Happens After?

Once we have discussed your brief, I will then get you booked in for my next available date. You will receive an invoice via email and will have 24 hours from receiving the invoice to pay and confirm the slot.

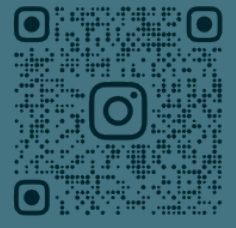
If you fail to pay within this time the slot will then be given to a new client and you will need to rebook.

Copyright Notice

Please note that I will not under any circumstances copy another designers work as this is copyright infringement. However I can use the inspiration style you've sent me to create something within a similar category.

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What Can I Expect?

On the day of your booking you will receive some logo samples based on the brief you provide. From these samples I can make further amendments at your approval. However the entire logo cannot be changed.

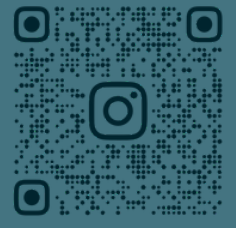
If you are booked in for a package we will finalise your logo first and then match the rest of your branding to the logo you choose.

I Don't Like My Samples?

If you are unhappy with your samples, I am happy to work with you on one to ensure we can create something you are happy with. However, I will not create new samples unless at my own discretion. I will only work on what I have already spent my time creating for you. If you choose not to continue the process, NO money will be refunded to you.

Important Information

Please ensure that you are available to respond to my messages throughout the day or weeks of your booking. If you fail to respond to me within a reasonable time frame then you will need to be moved to my next available date, which can often be up to 3 weeks away from your original booking day. If your booking carries over to another day a late fee of £15 will be applied, and no more works will continue until that £15 fee is paid in full.



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What are the expected time frames for website design?

I usually state 4-6 weeks from the date we arrange to book you in for. This can sometimes be less or more dependent on personal circumstances.

After Payment is made No Refunds will be issued.

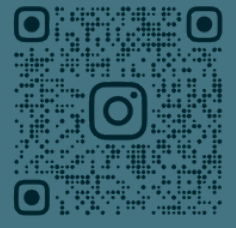
What happens if it takes longer than expected?

I offer a Compensation Package worth £100 This will include a Logo Reveal and Branded Business Card. If for any reason due to personal circumstances your website is not completed for the expected completion date (this date will be an estimation). Anything later than 2 weeks overdue will result in a compensation package for the inconveniences caused.

However, NO Refunds will be issued.

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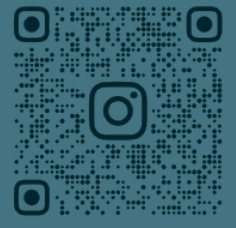
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We have a very strict NO REFUNDS POLICY, on all of our services. Once payment has been made you are entering a binding contract with hapn creative ltd for your works to be completed as per our policies and procedures.

NO Refunds will be issued, unless at the directors discretion.

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Regarding Printing Orders

Strictly NO Refunds on all prints. You are responsible for the proofing of your design (such as spellings, fonts, colours, layouts etc) before they are sent to our external printers.

I am NOT responsible for your prints once they have been shipped. I will pass over my external printers details for you to contact them throughout the printing process. I just design them.

I am not responsible for any colour variations when your order has been printed. Colours will always appear somewhat lighter on your screen than how they look when physically printed, so be mindful of this during the design process.

Express shipping is available at an additional cost. Please contact the external printer in regards to this. Be sure to ask for this when ordering or it will be shipped at a standard rate.