



OPEN MIND STUDIOS

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GENERAL WORKING PROCEDURES

Thank you for contacting us about an assignment. To help assure your satisfaction, this briefly summarizes our billing procedures. If you wish to make special arrangements, or have questions, please ask. We look forward to working with you.

CHARGES. We charge hourly for our creative and consulting time. Please contact us to get our current hourly rate. The hourly fee is all-inclusive; it covers normal, everyday expenses such as parking and local travel and phone calls. Any unusual expenses such as airline tickets, hotel rooms, and delivery fees are billed at cost.

Other creative services such as copywriting, illustration, and photography can be arranged through us or we will work with whomever you designate. Any charges incurred will be passed on without any markup. However, we do charge for our time spent managing these outside services for you. Printing charges are handled in the same manner. We will charge for research, obtaining quotes, and attending press checks at our normal hourly rate.

The final bill for any project depends directly on time expended. We charge all of our clients at the same rate regardless of size or type (Pro bono clients notwithstanding). We find this arrangement beneficial to most clients because it directly rewards efficiency. Good input and a few well-run meetings always result directly in a lower bill.

ESTIMATES. Although the subjective nature of design does not permit us to give firm bids or quotes, we will be happy to provide a written estimate of what an assignment will cost. We will adhere to this estimate unless the specifications of the project change. If a firm quote is required, we will oblige. Please note, however, that to protect ourselves we will generally estimate high in these instances. Clients are almost always better off with a flexible estimate.

Because we recognize the need for budget control and financial accountability, we always supplement written estimates with verbal (and sometimes written) reports as each job progresses. These progress reports will identify any changes in specifications and any possible need to re-estimate the assignment. We also keep detailed time sheets to assist in our billing process and copies are available upon request.

TERMS. In most cases, we invoice for a project once it has been delivered. Some projects are open-ended or span several months and for these we will invoice periodically (usually every 30 days) for charges incurred to date. All invoices are due upon receipt unless other arrangements have been made. We do not generally require a deposit to begin work but we reserve the right to request deposits if we feel the situation warrants it.

OWNERSHIP. The final product becomes, after payment, the property of the client organization except in the case of illustration or photography, or where otherwise noted. However, in general, all preparatory work (sketches, concepts not utilized, mechanical files, artwork, computer files, etc.) remain the property of Open Mind Studios.