

Designer on Demand — Policy & Service Terms

Synergy Design Firm

Updated as of: 2025

What Is Designer on Demand?

Designer on Demand is a flexible, subscription-based service that gives you access to professional design support without the traditional overhead of hiring a full-time designer. Whether you need a quick social post, print layout, digital ad, or presentation polished—consider us your creative team on speed dial.

This policy outlines what you can expect, what's included, and how we work together.

What's Included

- One active request at a time
- Unlimited design tasks during your subscription, completed one-by-one
- Typical requests include:
 - Social media graphics
 - Website banners
 - Flyers, postcards, simple print layouts
 - Simple logos or branding support
 - Presentation slides
 - Ad design
 - Revisions to existing work

Each task is evaluated and completed based on your priority and scope.

Note: Large projects (like full brand packages, complex web builds, video editing, or multi-page documents) are not included under this plan but can be quoted separately.

How to Submit a Request

All requests must be submitted through your **Designer on Demand Portal** (link provided upon signup).

Each request should include:

- A clear description of what you need
- Any relevant copy, assets, inspiration, or branding materials
- Deadlines or urgency (we'll let you know if rush fees apply)

We encourage batching requests into grouped needs whenever possible.

Turnaround Time

- Most standard requests are completed in **1–3 business days**
- Larger or more complex designs may take longer—we'll always keep you updated
- **Rush needs** (less than 24 hours) are subject to availability and may incur additional charges

Revisions & Edits

Each request includes **2 rounds of revisions**.

Additional edits outside the scope or repeated major direction changes may require a new task submission or incur an additional fee.

We recommend gathering internal feedback before submitting revision notes to maximize efficiency.

Payments, Pausing, and Canceling

- Subscriptions are billed monthly and renew automatically unless canceled
- You may pause or cancel at any time via your client dashboard (pausing holds your spot but halts work)
- Due to the nature of this service, **we do not offer refunds** for unused time or tasks
- If you cancel, your portal access will end at the conclusion of your current billing period

Intellectual Property & Usage Rights

- You own full rights to any final, approved designs once your subscription is paid in full and the task is marked “complete”
- We retain rights to showcase final work in our portfolio or promotional materials unless you request otherwise in writing

Confidentiality

We treat all client information and materials as confidential and never share or sell data. NDAs are available upon request.

Client Responsibilities

To ensure a smooth process, you agree to:

- Provide clear instructions and timely feedback
- Submit only one task at a time unless otherwise approved
- Respect turnaround times and communication windows

Let's Keep It Professional

We reserve the right to discontinue service to any client who is unprofessional, abusive, or repeatedly violates this policy. Let's build something amazing—together.

Questions?

We're here to help.

connect@synergydesignfirm.com

503.912.2733