**FAQs**

**Branding and Logo Design**

**How long does a logo design take?**

The turnaround time for a logo from concept to completion is typically 72hrs, which will be discussed before any payments are made. Timescales are also dependent on response time, and any additional changes to designs.

**When and how do I pay for the work?**

We’ll get started with a no obligation phone call. If we’re the right fit for you, we’ll send a project contract for you to sign. We’ll send your first invoice (50% of the project fee) once we receive your contract. Once we’ve locked in your logo concept together, we’ll send the final 50% invoice.

**How many logos do I get?**

Following the design phase, you will be presented with 2 logo concepts based upon agreed objectives. Once final payment has been made, you will own the copyright to the final agreed design.

**What if I want to make a change to a logo?**

That's no problem at all.

When the first set of designs are presented to you, you will have the opportunity to provide feedback and request modifications if required.

However, up to 2 revision rounds are included within the typical project scope. In the unlikely event that additional revisions are required beyond this, you will be charged at a cost of $5 per revision round, and will be added onto the final invoice

**Can I request more than two logo concepts?**

We include two logo concepts as standard in our bundles because we’re confident that our discovery workshop has given us a solid handle on your brand. But of course, we can design more options if you need them at a small additional cost.

**Are my logo concepts original or pre-made designs?**

All logos are completely custom-designed, in line with your brand’s specific vision and needs. We don’t do “cookie cutter” designs, or variations on the same idea again and again. We follow your lead to create logo concepts that set you apart from the competition. We don’t believe in second-rate design and never create designs we’re not proud of.

**What happens if I’m not happy with my logo concepts?**

Our research and planning phase is thorough – this means we’re on the same page as you from the beginning. We'll jump on a call, and we'll work together to establish what's not working, why, and we'll work out a direction so we can proceed with the project.

It's worth noting that the designs presented to you will be based on goals agreed with you before the design phase begins. This will include information about your business, competition and target audience. It will also include any specific requirements or expectations you may have, so this is an unlikely scenario.

We focus our design decisions on goals, which we will explain when presenting the designs. This will mean we have considered your business, target audience and competition. As a logo is a strategic tool it doesn’t need to be liked by you personally, but should instead perform for your business, and this is something we will discuss with you.

We will cooperate with you throughout the project to ensure the design achieves all goals agreed upon, which will include any specific requests made before starting the designs.

So if you’re not satisfied we’ll revisit, revise and keep going until you’re proud of the result.

**When can I start using my brand logo?**

You can start using your brand logo as soon as you get the vector logo files. These files are ideal for use in the following manners to build and amplify your brand message:

a. PNG logo for branding website, social media header, and packaging designs.

b. PDF logo for printing business card, letterhead design, or flyer design.

c. JPEG logo for designing marketing materials and e-mail signature design.

**Website Design**

**Does your management include managing my contents?**

No. We do not manage or create clients’ contents except on a special arrangement which may attract additional fee.

**Graphic and Printing Solutions**

**How Do I Get Started with A Printing Solutions?**

Simply request a quote to start your printing project. Our team will work with you to determine which of our pricing plans is best for your business, then schedule the process when it’s right for you. At the end, we’ll present you with a report of our findings, and walk you through the next steps in getting your printing project completed.

Whether you want graphic design service or commercial printing, Debola Unique Design is your reliable, professional, and affordable solution.

Need more information, call +234- 909- 889- 4026 or contact us online today to begin your printing project and secure your brand identity.

**What are the print specs of my business cards?**

We print on a premium 600gsm (900gms option) double-sided card that’s full colour finished with a matte or gloss lamination.

If you’re interested in a special finish on your cards, we can discuss the additional cost for these. We’ll work together to reach great value while bringing your vision to life.

**Startup Packages**

**How Do I Get Started with Startup Packages?**

Now you have all the tools to go out and build your business and all done and in your hands in just a glimpse. No need to deal with separate graphic designers, web designers, logo designers, printers and hosting companies. Our Start Up Business Package is all you need.

Simply request a quote to start your startup package services. Our team will work with you to determine which of our pricing plans is best for your business, then schedule the process when it’s right for you. At the end, we’ll present you with a report of our findings, and walk you through the next steps in getting your startup bundle packages to boost your promotional effort.

Our Start Up package is aimed at those starting a new business or just venturing into digital promotion, however it can be equally applied to any company requiring a refresh. If you feel your current design package lacks a professional feel, or you are unhappy with your current providers call us today and see how Debola Unique Design can help take your business to the next level. Check our Startup packages **here** to order. Need more information, call +234909889026 or contact us online today to begin your Startup package services and secure your brand identity.

**When can I expect to have my completed package?**

Each package is listed with its delivery timeframe. We run strict processes to be able to meet these deadlines. It’s important that you’re across the timeline so we can incorporate your feedback into our work. When we work together, we can finish the project sooner than later.

**Are there hidden charges to your services?**

No, not at all! The prices we list on our website are all there is to the price except you want to upgrade a service or renew services that are on subscription.

**How do I upgrade my services?**

You can always upgrade your service by contacting us **Here**. This will require additional fee depending on the package.

**Do you offer SME Package to businesses outside Nigeria?**

Of course! We are a global business and that is why we exist on the internet after-all! However, delivery of flyers, business cards and other physical goods applies to Nigeria only.

**General**

**I have an idea but I am confuse on where to start.**

That is why you need us! We offer free consultation and with any of our SME Packages we will assist you further with advanced ideas and strategy.

**What if I am not satisfied with your job?**

We have served numerous brands and none has showed dissatisfaction with our job. However, if you break the record, we will do everything within our power to see that we make it up to you.

**When I make an order what next?**

Immediately we are notified of your order activation, we call or mail you to get all necessary details.

After your job has been executed, it will be delivered to your address if it is not a virtual or digital product. Otherwise, we will send you our informative project documentation where you can find all necessary details on how to use the product.