

HARMONY!

2022 ISSUE

Creates!

7

NEXT
SEVEN
STEPS TO
PROJECT
SUCCESS!



Harmony Portiere
Brand Designer
YoubyHarmony.com

02

What's Included In The Price?

What's not included? What if I want to make additions to my project?

04

Project Workflow & Communications

What happens and when? How do I get in touch?

09

Payment Schedule & Fees

Are there hidden fees? How, when, and where do I pay?

11

Refunds & Cancelations

Is canceling an option?

12

What Do I Do Next?

Seven simple steps to project success!



WELCOME!

You know what's so funny? Every time I get to do this again, I am thrilled like it's my very first time.

I am excited to get to work with you. My number one goal is to make this process smooth, stress-free, and fun for both of us. My second goal is to create something that not only you will love and brag about to everyone you know, but also something I can be proud to call my creation.

Let's do this!

-Harmony Portiere



You
BY HARMONY

WHAT'S INCLUDED ?



WHAT'S INCLUDED?

My services are available to you in the form of projects. You can select any one of the projects below to work on your brand. No matter how many projects you select, we will only work on one at a time. You will only be charged for the project we are actively working on. For details about what is included within your project, please refer to your contract.

PROJECT OPTIONS:

- **Web Design.....** Full Website Design
- **Brand Design.....** Brand Identity Graphics
- **Video Productions.....** Brand Video and/or Promo Videos
- **Graphic Designs.....** Brand Prints and Promotional Graphics
- **Brand Shoot.....** Photo and Video Services on Location

WHAT'S NOT INCLUDED?

Not included with your services are website hosting services, e-commerce set-up, website files or content, website updates, management, or future website changes.

WHAT IF I WANT TO ACCESSORIZE?

You can add accessories to your project, a la carte, during your project which will be added to your invoice per cost. These accessories may include:

- Additional Videos
- Additional Web Pages
- Business Consulting
- Additional Graphics
- Website Copy
- Resume Design



WORKFLOW



TIMELINE

WEEK ONE

YOUR SET UP, PREVIEW, AND PAYMENT

After you fill out the project request form and sign your contract, the magic begins! Within seven days, I will create the first draft for you to approve. You then submit a 50% payment before we can move forward.

WEEK TWO

REVISIONS

On week two, I create the remaining elements of your project. At this point, you may request revisions.

TIMELINE

WEEK THREE

FINAL REVISIONS

On week three, you submit any final requests for changes as well as submit any a la carte orders. I complete all final changes to all the elements of your project for your final approval.

WEEK FOUR

COMPLETION AND PAYMENT

On week four, the final week, we tie up any loose ends and complete the project. You submit the final payment before I deliver your files.



COMMUNICATIONS





COMMUNICATIONS

We will have a scheduled video call every week consistently until the project deadline, to discuss the project's progress. You can also send me and my team messages round the clock, seven days a week within the Taskade dashboard's chatbox feature, and submit files in the "Upload Files" link on your dashboard's top menu.

CUSTOMER SERVICE HOURS

MON-FRI: 9 am to 4 pm

You can expect a response within 48 hours during our customer service hours, from anyone on my team.

3 DAY LOOP REQUIREMENT

For us to consistently move your project forward, you will be required to adhere to my three-day response loop policy. To better serve you, please respond to messages from me or anyone on my team within 72 hours.

PAYMENTS

PAYMENTS



50/50 PAYMENTS

You can make payments with credit cards, debit cards, mobile wallets, and dozens of payment methods from around the world. Your first payment/deposit of 50% will be due within the first seven days of the project start date. Your final balance will be due at the deadline date.

LATE FEES

In the event that the project extends past the deadline date, a \$25 per day fee will be accrued and added to your invoice for each additional day past the deadline date.

HIDDEN FEES

There are no hidden fees.

REFUNDS

Your deposit/first payment is not refundable.

Once the services are rendered and the project is completed, no part of the payment is refundable.



CANCELATIONS

You can cancel your services with YouByHarmony.com at any time. I do not want you to be locked into a contract that no longer serves your needs. Payment will be collected to cover services rendered up to the date of cancelation.

NEXT STEPS

WHAT DO I DO NEXT?

- 01 Sign the online contract.
- 02 Create a free Taskade account and download the app to your phone to send and receive messages on the go.
- 03 Schedule our next meeting to preview the first draft of your project.
- 04 Schedule to make your first payment at our next meeting. See the payments link on your Taskade dashboard.
- 05 Join me on your favorite platforms: View!
- 06 Consider completing my free and super easy business plan template to compliment your venture.
- 07 **Last but not least... have fun creating!**



FINALLY...

If you haven't done so already,
watch my project intro video:



**NOW,
LET'S GET
STARTED!**



You
BY HARMONY

You
BY HARMONY.com

JOIN ME ON YOUR FAVORITE PLATFORMS:

[VIEW!](#)