THE LANDMARK IMAGE

When Everything Counts!

Frequently Asked Questions

Q: *How long will it take before I can review my initial logo design concepts?*

ANSWER: Your initial logo design samples will be ready within 3 to 5 business days after your order is placed.

Q: *I need my logo created right away, can this be done?*

ANSWER: We can have your logo design concepts ready in one business day with our rush design service. Our experienced design team will work around the clock to deliver your designs within one business day of placing your order, for an additional charge.

Q: *How do I place a logo design order?*

ANSWER: Just review our logo design packages and choose the package that fits your needs and budget. Notify us which package you would like to purchase and the design process will begin.

Q: *What happens once I place my logo design order?*

ANSWER: You will receive an email from us containing a URL for the creative brief. You need to answer the questions contained in the brief to provide the design team with direction to develop your logo concepts. If you purchased the Silver or Gold package, one of the Logo Design Partners' project managers will contact you to discuss design ideas and formulate a creative direction. There is a 3 to 5 day turn around time on the design packages before your initial logo concepts are available for viewing.

This turn around time is needed to thoroughly and concisely research your company, product or service. We need to understand your type of business before we can create any unique designs.

Q: *Will I be able to speak to any designers before my logo project begins?*

ANSWER: Logo Design Partners understands the value of our clients' ideas and feedback. For the Silver and Gold packages, one of our designers or project managers will speak to you directly before any work is started. Communication is essential to the logo design brainstorming process to ensure that you are completely satisfied with your custom design. We appreciate all your comments and depend on them to serve you.

Not only do you have direct communication before the logo design project is started, but during and after your project is completed if you desire. If you need any advice on how and when to use your logo design for promotional items, signs, and/or printed material simply call our toll-free number (888.816.2626) and ask for your logo project manager. We are always here to help you build your brand.

Q: *What is the advantage of getting so many initial logo concepts to choose from?*

ANSWER: All our logo designers have a unique style and way of creating their logos for you. Each designer will supply 2-5 logos that they think best represent your company. The more designers means more points of view for the initial concepts.

Once you view the initial concepts you may choose a few elements from each design to add together for your next round. Example: Fonts from logo concept 1, colors from logo concept 8, general look of logo concept 10, etc. Every round of changes will narrow it down until you are 100% satisfied on the packages that offer unlimited revisions.

Q: *What happens if I'm not satisfied with the initial logo concepts your team has created?*

ANSWER: If you are not satisfied with the initial logo design concepts, our senior logo designer will contact you and discuss the matter further and to understand what went wrong. We will then create a new set of design concepts for you to choose from and continue to work with you until you are completely satisfied.

Q: *Once I finalize a logo that Logo Design Partners created, do I own the rights to it?*

ANSWER: You will own the final logos(s) provided to you but not any artwork concepts and other content generated but not selected by you during revision cycles leading up to the final logo. You acknowledge and hereby grant to Logo Design Partners a royalty-free, irrevocable exclusive worldwide right to use Creative and Revision Briefs, individual logo concepts provided to you, and final logo for internal and archival purposes, and in order to display and promote the Logo Design Partners Service. You acknowledge that no trademarks or service marks in or to any final logo are conveyed to you and that Logo Design Partners has no obligation or duty to perform trademark, service mark or copyright searches or inquiries, or the like, in order to validate the propriety or legality of the final logo. Accordingly, you are encouraged to perform your own independent searches with regard to the final logo. Furthermore, you acknowledge that Logo Design Partners shall have no responsibility or obligation of any kind to assist you in seeking state or federal intellectual property protection (i.e., without limitation, trademark or copyright registration) for the final logo, nor shall Logo Design Partners be responsible for otherwise assisting you in any way in your attempt to perfect your rights in or to the final logo.

Q: *I am using a Mac computer; will I have any problems using my final design files?*

ANSWER: Not at all. Final design files can be used for Mac or PC. We also supply you with the exact color codes and fonts making using your designs even easier. Most online logo design companies do not supply color codes and fonts, or charge an extra service fee. Make sure that these elements are included in your package. Many printers charge extra to match colors and fonts.

Q: *Can I use my final files for my stationery, outdoor signage, and promotional items?*

ANSWER: We supply you with the high resolution master vector files that can be used for any type of reproduction. You may supply your printer, Web design company, advertising agency, etc. with the final files and they will be able to reproduce it regardless of the platform or software they are using. We supply you with: JPG, EPS, AI, PSD, CDR, BMP, TIFF, and GIF for both Mac and PC. You will also have the exact color codes (CMYK and RGB) and fonts used.

Q: *How will I receive my final design files and can my printer use these files?*

ANSWER: You will receive your final design files via your customized Logo Design Partners viewing page. All files are high resolution and are provided in both PC and MAC formats for any type of use: website design, stationery, promotional items, animation, signage, etc. Simply supply those final logo files to your dealer and they will be able to reproduce it, regardless of the software program they are using. A CD can also be shipped to you directly with all of your master final file formats for an additional fee.

Q: *If I change my mind or don't like the designs, can I get my money back?*

ANSWER: If you decide to cancel your order, you will receive a 50% refund up until the time the logo concepts are provided to you. Once the concepts are provided, if you are not satisfied, our design team will work with you to understand what went wrong and develop a logo that you are satisfied with.

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