

Terms of Service

Last updated: 6.16.2025

Welcome! By working with Natalie Vetter (“I,” “me,” or “my”) and using my freelance marketing services, you (“Client”) agree to the following terms and conditions. Please read carefully before proceeding.

1. Services Provided

I offer creative marketing services including (but not limited to):

- Brand identity kits
- Social media content design
- Event promotional materials
- Web design (Wix & WordPress)
- Custom illustrations

The specific scope of work will be outlined in each individual proposal or agreement.

2. Payment Terms

- A non-refundable **50% deposit** is required to book your project.
 - The remaining 50% is due **upon final delivery**, before files are released.
 - Accepted payment methods: Venmo, PayPal, Zelle
 - Late payments may result in delays or additional fees.
-

3. Revisions & Edits

Each package includes a set number of revisions (usually 1–2 rounds unless otherwise noted). Additional revisions outside the agreed scope may incur extra fees, billed at a custom rate.

4. Client Responsibilities

To ensure a smooth process, the Client agrees to:

- Respond to emails or draft reviews within **3–5 business days**
- Provide clear and timely feedback
- Supply any required content (e.g., photos, logos, copy) before the project start date

Failure to do so may result in delays or rescheduling.

5. Turnaround & Timeline

Timelines vary by project and will be outlined in your proposal. I aim to deliver work within the estimated timeframe, but this may shift depending on communication delays or scope changes. Clients will be notified of any significant changes.

6. Cancellation & Refunds

- The 50% deposit is non-refundable once work has started.
 - If the project is canceled before completion, any completed work will be delivered, and additional hours worked will be invoiced.
 - In rare cases of inability to complete the project (e.g., illness or emergency), a partial refund may be considered.
-

7. Copyright & Usage Rights

- I retain the rights to display all final designs in my portfolio, social media, and promotional materials, unless otherwise agreed in writing.
- Upon **final payment**, you (the Client) are granted non-exclusive, non-transferable rights to use the final deliverables for your own business purposes (e.g., web, social media, print).
- You may not resell, redistribute, or claim ownership of raw design files unless explicitly agreed to in writing.

Canva Templates & Assets

- Some design work may include elements created using **Canva**, a third-party design platform.
- While I design all custom layouts, some assets (icons, fonts, graphics, etc.) may come from Canva's **Free or Pro libraries**.
- It is your responsibility to ensure you have the appropriate Canva account (Free or Pro) to **access, edit, or reuse templates** if templates are shared with you.
- By using any designs or templates I create in Canva, you agree to abide by **Canva's Content License Agreement**.

Note: Canva Pro assets are subject to licensing restrictions. You may not use any design provided to create merchandise or for commercial resale unless you hold the appropriate license or rights.

If you need clarification on usage or file rights, just ask!

8. Communication & Availability

- I communicate primarily via email: **natalievettervisuals@gmail.com**
 - As a freelance business operating alongside a full-time role, I typically respond within **1–2 business days**.
 - Projects are managed in evening/weekend hours unless otherwise arranged.
-

9. Privacy

Any personal or business information shared with me is kept confidential and will not be sold or shared. See Privacy Policy for full details.

10. Agreement

By booking services with me, the Client acknowledges they have read, understood, and agree to these Terms of Service. Each project may also include a specific contract or proposal that supplements this agreement.
