

Terms of Service

Last update: 20/07/2024

Please read these Terms of Service before using or purchasing services from IdentitySculpt.

Your access to and use of IdentitySculpt services is conditioned on your acceptance of and compliance with these Terms. These Terms apply to all visitors, users and others who access or use the Service.

By accessing or using IdentitySculpt services you agree to be bound by these Terms. If you disagree with any part of the terms then you may not access the Service.

IdentitySculpt Services

IdentitySculpt offers Graphic Design, Video Editing and Social Management services. See the portfolio section of <https://www.identitysculpt.com/> for examples of these services. We do not offer services other than those shown in the portfolio.

To purchase one of our services, you must create a brief description that contains information useful in creating your project.

The description should contain as much detailed information as possible for the success of the project. Please indicate from the beginning what you expect from the realization of the project in order to obtain an appropriate quote. The client has the right to suggest changes during the construction process, however, these changes may remain in relation to the initial estimate or vary based on the complexity of the requested change. Once the custom design is delivered, the client can write a brief feedback about our service. Writing feedback is not mandatory, but it would help the team in case of future projects.

To ensure the success of a project, it is critical that clients provide a detailed and clear description of their requirements. Below are some guidelines on what to include in the project description:

Project Goals: Clearly describe what you want to achieve with the project.

Style and Theme: Provide examples of preferred styles or themes, such as specific colors, moods, or visual references.

Target Audience: Specify the target audience for which the project is intended.

Essential Elements: List any mandatory elements to be included, such as logos, text or specific images.

Timelines: Indicate deadlines and timelines for each phase of the project.

Limitations of Changes

During the development of a project, clients have the opportunity to suggest changes. However, it is important to understand how changes may affect cost and delivery time.

Minor Changes: Minor changes that do not significantly alter the scope of the original design are acceptable. These may include changes to colors or minor adjustments to the layout.

Significant Changes: Any change that substantially alters the direction, scope, or structure of the project will be considered a significant change. Examples include changes in basic design, requests for additional functionality, or changes in overall style.

Impact on Price and Timing: Significant changes may result in additional costs and could affect delivery schedules. In such cases, the client will be informed of changes to the estimate and timeline before the work proceeds.

Review Period: Once the final product is delivered, clients have three days to request any changes. Requests for changes after this period may incur additional costs.

Our goal is to ensure that projects meet clients' expectations while maintaining an efficient and transparent workflow.

⚠ You cannot resell anything you buy through these services without mentioning that it is a IdentitySculpt' creation.

Payment

The only accepted payment method is via PayPal or Bank.

⚠ PayPal or Bank fees are NOT included in the price

The type of payment method to be made will be agreed with the customer before processing the project.

Education and Respect

Our team is committed to maintaining a professional and respectful environment in all interactions with our clients. We expect our clients to reciprocate with the same level of courtesy and respect. Therefore, during the course of an errand, clients are expected to follow these behavioral guidelines:

Civil Communication: All communication must be conducted in a polite and respectful manner. Offensive behavior, inappropriate or aggressive language will not be tolerated.

Positive Collaboration: We encourage a cooperative attitude and open dialogue to resolve any questions or concerns regarding committees.

Team Respect: Recognizing and respecting the experience and time of our team is critical to ensuring effective collaboration.

Right of Cancellation

We reserve the right to cancel any ongoing commission if the client violates the above guidelines of education and respect. In case of cancellation:

The client will be informed of the decision and the reasons for such action.

Any refunds or penalties will be assessed on a case-by-case basis in accordance with our Terms of services.

The client may be excluded from future collaborations or commissions.

Our priority is to maintain a healthy and respectful work environment for all of our team members and clients, while ensuring the quality of our services.

Refund Policy

Once the work is completed and finished, and having acknowledged the nature of the project, the project itself **will not be subject to any type of refund**. The customers know that they are paying for the service of making the product and not for the product. This is a digital product and does not fall under paypal's buyer protection services. As this is a custom digital product it holds no inherent value to the seller or resellers, as such the buyer waives any rights to a refund once the product is sent.

Refunds will only be issued in certain specific circumstances:

- **Substandard Product:** If the product is significantly below IdentitySculpt standards of work, you may be given up to a maximum of a 50% refund.
- **Missed deadline:** The commission is not completed by the requested and predetermined deadline: you will be refunded a percentage decided by the management team up to a maximum of 50%. If the delay is caused by you or a third party beyond our control and prevents us from completing the order, you are not entitled to a refund.
- **Commission deleted:** If you decide to cancel the commission after it has been paid and the freelancer has already started the work, you will receive an amount equivalent to the work done by the freelancer.
- **Violation of our terms and conditions:** In case of any violation of our terms and conditions or any other law, we reserve the right to suspend or cancel any commission. If this happens, you will be fully refunded and the project will belong to the freelancer.
- **Paypal or Bank Fees:** PayPal or bank commissions are non-refundable.

It's the customer's responsibility to check the work through its progression and make the corresponding changes along the way. It's also the customer's responsibility to specify and be clear, in order to secure the work exactly how he wants it to be. IdentitySculpt will follow all the feedback requested, as long as it involves what it was discussed in the order. Changes are accepted up to three days after the finished product (custom works) has been delivered.

In the event of more complex changes, rework of the design, or simple changes after the 3 days listed above, there will be additional charges.

If you as a customer do not respond in more than seven days, the commission will be marked as closed and your order will be archived.

Privacy policies

It is forbidden to contact any freelancers when it comes to orders. The customers **must** directly contact the management team if they are willing to purchase any of IdentitySculpt' services.

IdentitySculpt doesn't take charge of any scams that happen due to the violation of this rule.

We have the right to change any terms and conditions with or without notice, and by joining and purchasing from our team, you agree to all of our terms