

Welcome to our FAQs.

What do you mean by social media designs?

Social media platforms are things like Facebook and Twitter. Each of these platforms include a profile photo and a cover/header image. We design these images to suit your logo and fit exactly within the platforms size specifications.

How do you keep your quality so high, yet your prices so low?

The quality part is easy. Because we love what we do and this is our life long passion, we design every logo with pride and want to show it off in our graphic design portfolio once it's complete. We keep our prices down by keeping our overhead costs down. Each of our designers work from home, so there are no office related costs. We use our collective experience to work at an optimal speed, and we try to get things done right the first time.

Where are you based?

We are based mainly in the Kuching, Sarawak but also have graphic designers working out of the Kuala Lumpur and Selangor.

Do you use templates or clipart?

No! Unlike most of our competitors, each of our designs for you are 100% original, crafted from scratch by our expert designers.

Other than your design pack, what else do you design?

You name it, we can do it. We design posters, book covers, flyers, postcards, website headers, newsletters, icons, and infographics to name a few. We also provide low cost web design services.

So the 1st logo design takes up to 3 days... how long does everything else take?

The initial draft is sent within 3 days. From there it's a balancing act. It totally depends on how many changes and how quickly the client responds (we reply to every email as soon as we receive it). It usually doesn't take more

than a week to finish a logo design, and never more than 2 weeks to finish any other designs once they are approved.

Are there any hidden costs?

No. When we say you have unlimited changes included in the price, we mean it!

Are my payments secure?

Yes. All of our payments are made via CIMB secure payment gateway. We never store your credit card or account details.

Is it necessary to fill out the logo planner?

Totally. This is the very first step in creating your perfect logo. We need to know exactly what you are thinking about and we need to get to know what you like and don't like so that the first version of your logo hits the ground running.

Our Refund Policy

1: You are subject to a refund if version 1 of the designs did not meet your brief.

(The info you provide in the logo planner, so if you say you don't want yellow, and we design with yellow, then we messed up)

2: You are not subject to a refund if you simply do not like the 1st draft of ideas. Why?

We design each logo based on the info you give us in the logo planner, this is why we stress it is so important to take your time with the form. If you don't like the 1st draft, it means the info you gave us was inaccurate. Imagine a carpenter, you ask for a table with 4 legs, they give it you, but it turns out you really wanted 6 legs, but forgot to mention. You still have to pay them for the time they spent.

3: Your refund is void if:

A: we move onto version 2 of the logo.

B: You change your mind about how you want the logo to look after we submit version 1.

C: If you change the name of your company after we submit version 1.

D: If you do not get back to us within 2 months of us sending you version 1.

E: If for whatever reason your business plans fall through and you won't be using the logo/company name.

F: If you didn't fill in the logo planner questionnaire fully and to the best of your abilities (If you fail to mention you didn't want a pink elephant in the design, and we put one in, and you don't like it, this is not our fault)