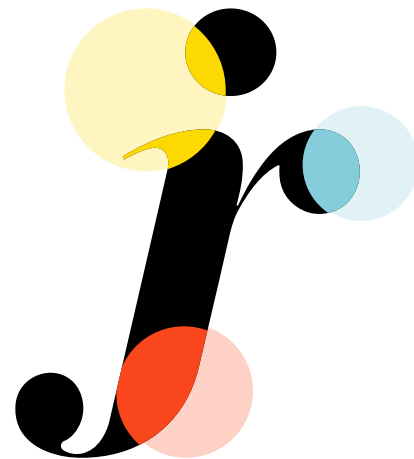


How we work



Welcome to Jade Rose

Project briefs

Email is the best place for all project requests and design briefs.

If there is anything you would like to add or clarify, feel free to follow up with a WhatsApp voice note.

Keeping briefs on email means everything stays together and nothing gets missed along the way.

Communication

We like to keep communication simple:

- **Email** for briefs, approvals, artwork changes and important project information.
- **WhatsApp** for quick questions, voice notes and updates.

Meetings and phone calls

Our working hours are focused on design, so we arrange calls in advance.

If you would like to discuss anything in more detail, we are happy to schedule a Microsoft Teams meeting.

Turnaround times

Our usual turnaround is 3–5 working days, depending on the project and our current schedule.

If you need something sooner, chat to us and we will see what we can do.

Urgent requests

We are happy to help with urgent requests where we can.

Same-day or urgent work is subject to availability and may incur additional charges.

Working hours

Our standard business hours are:

Monday to Friday, 08:00–13:00

Messages received outside these hours will be picked up the next working day.



Follow on social media



+27 66 005 6203 | creative@jaderose.co.za

www.jaderose.co.za

Feedback and approvals

Consolidated feedback in one email helps everything run smoothly, especially when several people are involved in a project.

Once artwork has been approved, any further changes are treated as a new revision and may involve additional charges.

Changes to artwork

Your design fee includes two rounds of revisions.

Any additional changes are billed at R600 per hour (excl. VAT).

Changes to the brief

A complete brief at the start helps everything run smoothly.

If things change along the way, we will accommodate them where we can and let you know if they affect timing or involve additional design time.

Printing

We only send artwork to print once we have your written approval.

We take great care to ensure artwork is supplied correctly. Once artwork has been approved or modified by a third party, we cannot take responsibility for subsequent printing errors.

Payment

Our payment terms are 30 days from invoice.

For new clients, a 50% deposit gets the project underway.

Open files

Packaged Adobe InDesign files of completed artwork are available on request.

Open files are supplied once the project has been paid in full.

Ownership

Artwork remains the intellectual property of Jade Rose Graphic Design (Pty) Ltd until payment has been received in full.

We may share completed work and preliminary concepts as part of our portfolio.



Click to view →

The proof is in the portfolio