

. Tuliplogo: Terms of Service

Payment

The Customer ordering any of the available services must pay for the Service in advance. The Customer will be charged for selected package(s). A receipt will be e-mailed at the time of the transaction to the Customer. Tuliplogo will further provide all the information necessary to start the design process to the Customer.

Refunds

Tuliplogo guarantees the Customer's money will be refunded should the Customer not be satisfied with our work. If the Customer is not satisfied with the first concepts provided by Tuliplogo, the Customer may request a refund by completing the refund request form, which will be provided upon request. Form must be submitted in a timely manner (defined bellow). Tuliplogo will refund the total payment less a thirty nine-dollar (\$39.00) service and processing fee. The service and processing fee covers the administrative expenses related to the beginning and interruption of the service.

The refund policy will not take effect:

- 1) If Tuliplogo has received feedback on one or more of the graphics concepts provided in the first round,
- 2) If Tuliplogo provided the customer with additional designs,
- 3) If the Customer changes their name, line of business or closes down,
- 4) If the project is closed for reason unrelated to Tuliplogo's design,
- 5) If Tuliplogo do not hear back from the Customer for more than 20 days.

Timely Responses

The Customer agrees to provide timely responses after receiving the e-mail confirmation. The Customer will have a 20 day period in which to respond to work submitted for preview. If after 20 days the Customer have failed to respond, Tuliplogo will assume the work is satisfactory and complete. Terms may change without notice.

Legal Rights

The Customer is owning the final design provided to him by Tuliplogo. The Customer shall not, however, own any materials generated during any revision cycles leading up to the final design. Those rights are retained by Tuliplogo.

Privacy Policy

Certain information is required so that Tuliplogo might be able to handle the order. Any information the Customer gives to Tuliplogo will not be given to any other parties.