

What type of graphic design services do you provide?

Our graphic design services span all aspects of business imaging, print, advertising and promotions - from logo design to business stationery, brochure design to websites, direct mail to marketing collateral, signage to illustrations. All designs are completely original and we customise our solutions to your business, your market, your budget and your needs.

What is my involvement in the design process?

Design is a creative process that requires good communication between you and the designer, so from the outset we listen to your needs, discuss your requirements in depth, and gather as much information as possible. We also encourage you to bring in any samples and ideas you may have.

How do I check on the progress of my job during the design process?

At certain stages or milestones, the project work will be presented to you for approval before work continues. Your timely response is essential to the smooth progress of your work.

Can you do rush jobs?

We can usually accommodate 'rush jobs' dependent on how full our production schedule is and the complexity of the job required. We understand your needs may be urgent, but all such requests have to be considered in terms of fairness to other clients, because a rush job interrupts jobs already in production. Rush rates are a premium that applies to requests for work required within 24 hours, based on the hourly design rate + 50%.

Will you also print my projects?

Big Ideas offers short-run digital print services in-house for one-off and specialty jobs. For large run, offset print jobs we outsource to a number of reputable, professional print firms. We select these preferred suppliers based on their professionalism, print quality, experience, service and value for money.

Can I use a printer of my choosing?

You are welcome to use your printer of choice. If they are not on our Preferred Suppliers list, it will be your responsibility to source print quotes. We then supply print-ready artwork files on disk for you to pass on to the printer. It's a simple process:

1. We handle the printing using a preferred supplier (print management fees apply)
2. You handle the printing using a printer of your choice (project management fees)

Who is responsible for checking finished work?

It is your responsibility to check all designs and copy carefully before any job goes to print. Charges may apply for author's corrections made at the proof stage. You will be asked to sign-off on acceptance of the final design work on our Big Ideas Design Proof Approval form. Proofs can be supplied by email as PDF files, or hard copy.

Will you provide photos to go with my design work?

To achieve optimal results for your design job it is worth investing in good quality photos. You can either supply your own images or Big Ideas can make images from our stock library available to you at a flat fee per photo. Alternatively we can purchase images for you from our preferred professional image libraries. If you supply your own images, they must be a minimum 300 dpi resolution to reproduce well in print. The end product is only as good as the original material you supply.

Who owns the copyright for work Big Ideas has done for me?

Upon clearance of full payment, copyright of your logo is yours to use as you wish. Big Ideas retains copyright in all other design and literary works we author, but assigns reproduction rights to you for the sole purpose for which the work was commissioned. Original artwork files may be supplied on agreement of an appropriate fee. We reserve the right to use any designs we create for promotional purposes.