

Standard Policies

- Due to the nature of the services all payments are non-refundable. Each service does come with one set of (3) complimentary revisions.

Please see below for more information.

- For all printed material once a proof has been approved changes cannot be made without an additional service fee.
- For all website templates or services - Once the final site has been sent to you additional updates or requests will require a 1-hour \$50 update fee in the future.
- Additional items added to your branding, website or design packages will be an additional fee.
- If you decide to post-pone your branding services with no contact and no response to any emails or DMs from Helios Design Co., Helios does have the right to cancel your services. If you need extra time to look over and decide on your design please let Omega know immediately and please note that your project will now fall into another category as other clients have allotted time slots as well.
- Due to the fact the client has the option to see any and all past and present work from the consultation, a complaint to terminate the contract early because of the disagreement in stylistic decisions will be invalid, and that the client will pay out the remainder of the contract, and then the contract will not automatically renew, if applicable.

Booking

Please note that all booking must be done through emailing Helios through the "contact" page on the website. Once you are completed with booking, your full payment or retainer will be due. An email will be sent to you explaining everything in detail. If you need to cancel please note your payment or retainer at booking is non-refundable however, transfer of dates options are available. Please let me know at least 2 weeks or as soon as possible if you need to reschedule your date.

Intellectual Property Notice

All images, text, designs, graphics, trademarks and service marks are owned by and property of Helios Creative Co., or the properly attributed party. It is a violation of federal law to use any of our intellectual property in whole or in part, and modification of any materials contained on this site is illegal and may be prosecuted to the fullest extent permissible should we choose to do so, including asking for financial penalties (damages) and/or an injunction forcing you to stop using our intellectual property immediately.

You may use our intellectual property with clear and obvious credit back to our site, as well links back to the page where the materials, designs, images, text, quote or post is located when it is appropriate to do so. However, you may never claim any of our intellectual property as your own or your unique creation, even with attribution.

Your Communications

Any communications made through our 'contact,' blog, blog comments, newsletter sign up or other related pages, or directly to our phones or mailing or email addresses is not held privileged or confidential and is subject to viewing and distribution by third parties. We own any and all communications displayed on our website, servers, comments, emails or other media as allowed by United States law, and will not give credit or pay royalties for unsolicited user-generated content such as blog comments or emails.

We maintain a right to republish any submission in whole or in part as reasonably necessary in the course of our business. You agree not to submit any content or communications that could be illegal or serve an unlawful purpose, including, but not limited to communications that are potentially libelous or maliciously false, obscene, abusive, negligent or otherwise harmful or inappropriate.

Disclaimers

Our website and related materials are provided for educational and informational use only. You agree to indemnify and hold harmless our website and company for any direct or indirect loss or conduct incurred as a result of your use of our website and any related communications, including as a result of any consequences incurred from technological failures such as a payment processor error(s) or system failure(s).

While we may reference certain results, outcomes or situations on this website, you understand and acknowledge that we make no guarantee as to the accuracy of third party statements contained herein or the likelihood of success for you as a result of these statements or any other statements anywhere on this website. If you have a medical, legal or financial questions, you should consult a medical professional, lawyer or CPA and/or CFP respectively. We expressly disclaim any and all responsibility for any actions or omissions you choose to make as a result of using this website, related materials, products, courses or the materials contained herein.

This website is updated on a regular basis and while we try to make accurate statements in a timely and effective manner, we cannot guarantee that all materials and related media contained herein are entirely accurate, complete or up to date. You expressly acknowledge and understand that any information or knowledge you gain as a result of using this website is used at your own risk. If you should see any errors or omissions and would like to let us know, please email us at hello@helioscreative.co

Affiliates

This site may use affiliate links to sell certain products or services. We disclaim any and all liability as a result of your purchase through one of these links. We will use reasonable efforts to notify you when and where we have placed affiliate links in addition to this disclaimer located in these Terms & Conditions. You accept express liability for any and all consequences or benefits of clicking the affiliate links contained on this website or related communications.

Refunds, Cancellation, & Payment Collection

We take your investment seriously, and we'd appreciate if you took our investment of time and resources into your success seriously too. Due to the nature of the services and/or products provided, all services and products are non-refundable. Each website design or branding product does come with (1) complimentary revision. Transfer of cost in service may be approved based on the reasoning provided in writing.

In the case the client would like to cancel the services there are no partial refunds due to the cancellation requested by client. Transfer of payments to a new deadline or service may be approved based on the reasoning provided in writing.

Helios reserves the right to charge 5% interest per day upon any outstanding sum left unpaid on or after 14 calendar days from due date. After 30 days of outstanding payment, Helios Creative Co. reserves the right to send you to collections, upon which you will owe the total amount of any outstanding payments plus any collection costs including reasonable attorney's fees.