



Studio Policies

CYNERGY DESIGN STUDIO LLC

Everything here applies to all three sprint packages. Your Service Agreement is the binding document and takes precedence if anything differs. This page exists so nothing in it surprises you.

HOW A SPRINT WORKS

PACKAGE	BUILD	DELIVERY	DATES YOU BOOK
24hr Cynergy	One page	24 hours	One: your design day
Gone For The Weekend	Five pages	Three days	Two: strategy call, sprint start
Cynergy Unleashed	Seven pages	Seven days	Two: strategy call, sprint start

Once you have paid and signed, you get scheduling instructions by email. For Gone For The Weekend and Cynergy Unleashed, your strategy call and your sprint start date must sit at least three calendar days apart. 24hr Cynergy has no separate strategy call. Direction is locked during a ninety-minute kickoff at the start of your design day.

Sprint dates are confirmed first-booked, subject to availability.

PAYMENT

Three ways to pay: in full at signing, a 50/50 split with the balance due at completion, or third-party financing through Stripe. With the 50/50 option, final files and site publication are released after the balance clears. With financing, your sprint begins once financing is confirmed.

Project fees do not include third-party costs. Platform subscriptions, domain registration, hosting, stock imagery, premium fonts, plugins, and email service providers are yours.

YOUR CONTENT

All website content is due **24 hours before your sprint starts**. That means copy, photography, imagery, logo files, brand assets, testimonials, service descriptions, and pricing. Anything meant to appear on the site.

This is a fixed sprint. Late or incomplete content does not extend the timeline. It reduces what can be built inside it. I will complete as much of the agreed scope as the remaining time allows, and no refund or additional work is owed on that basis.

Copy is not included in any package. Copy Development is available as a \$500 add-on.

CANCELLATIONS AND RESCHEDULING

The deposit is non-refundable. All packages, all payment methods, no exceptions. It holds calendar space I cannot refill on short notice.

PACKAGE	NOTICE REQUIRED TO RESCHEDULE
24hr Cynergy	5 business days before your design day
Gone For The Weekend	7 business days before sprint start
Cynergy Unleashed	7 business days before sprint start

With enough notice, you choose one

- **Reschedule.** New date within 60 days, \$150 rescheduling fee due before it is confirmed. Everything you have already paid moves with you. The fee is waived if the delay is your copywriter's.
- **Cancel.** Your deposit is forfeited. Anything paid above the deposit is refunded within 14 business days.

Inside the notice window

Rescheduling is no longer available. Cancel before your scheduled strategy call date and your deposit is forfeited, with anything above it refunded. Cancel on or after that date and all payments are forfeited. For 24hr Cynergy, which has no strategy call, that line is your design day.

Business days are Monday through Friday, excluding federal holidays.

Moving your strategy call

Your sprint start date never moves because of a change to your strategy call. You may reschedule the call once at no cost, provided the new date still falls at least two calendar days before your sprint starts and I have availability. If nothing works, or the call is missed, it is forfeited and I build from your completed questionnaire.

REVISIONS

24hr Cynergy includes one revision round. Gone For The Weekend and Cynergy Unleashed include two. A round means one consolidated set of changes submitted together, not requests trickling in over time.

Revision requests are due within five business days of delivery. Anything after that, or beyond your allowance, is billed at \$100 per hour. Revisions refine delivered work. They do not cover changes to direction you already approved, additional pages, or new deliverables.

AFTER LAUNCH

Every package includes 14 days of post-launch support from your delivery date. That covers technical issues, functional errors, and guidance on making your own updates to the site.

It does not include design work, revisions, new content, additional pages, or ongoing maintenance done by the Studio.

OWNERSHIP AND CREDIT

Once you have paid in full, the final approved deliverables are yours. The Studio keeps preliminary concepts, unused designs, working files, and its own templates, systems, and frameworks. Cynergy templates used in your build are licensed for that site only.

Your site carries a footer credit reading "Made with Cynergy by Cynergy Design Studio," linked to the Studio site. You may have it removed at any time for a \$500 credit removal fee.

The Studio reserves the right to feature your project in its portfolio, website, social channels, case studies, and marketing, and to identify you and your business by name.

COMMUNICATION

Before your sprint, we work by email and scheduled calls during Studio business hours, with a response within one business day. During the sprint we move to phone and text so nothing waits. Post-launch support requests go by email.

WHAT I DO NOT PROMISE

No guarantee of revenue, conversion rates, traffic, or search ranking. I build the thing well. What you do with it is the other half.