

IBDesignz: Frequently Asked Questions

Welcome to IBDesignz! Below you'll find answers to our most common questions about design services, turnaround times, forms, and communication.

What are your turnaround times?

Turnaround times begin **after full payment is received** and all required materials/forms are submitted:

- **Custom Book Cover Design:** 5–10 business days
- **Premium Custom Paperback Formatting:** 10 business days
- **Premium Special Edition (Paperback + Hardcover):** 10–15 business days
- **Logos & Premade Covers:** 72 business hours
- **Back + Spine Designs (Paperback/Hardcover):** 72 business hours

How do I communicate with you?

All client communication must go through **email** or the **official website**. Social media DMs are not used for project inquiries or updates and will be redirected. With the help of my virtual assistant, all services are managed professionally through these approved channels only.

Do I need to fill out a form for services?

Yes! Most services require a form before your project can be accepted. Here's how it works:

- **Premium Services:** Require a detailed intake form before approval.
- **Premade Covers:** Include a form to submit your book title (you have 3 months after purchase).
- **Custom Cover Inquiries:** Start with a short form to see if we're a good design match.
- **Simple & Custom Header Formatting:** Submit through a form or email your document to ibdesignzorders@gmail.com.

What happens after I submit my form?

If your project is approved, you'll receive an invoice. **Payment is due within 48 hours.** Work will not begin until the invoice is paid. If the payment window is missed, your order will be canceled and you'll need to rejoin the queue.

When is payment due?

For all custom and premium services, full payment is required **within 48 hours** of receiving your invoice. Work starts only after payment is complete.

Do you offer rush orders?

No, I do not currently offer rush services. Each project is given the care and attention it deserves to maintain high-quality results.

How will I receive my files?

Final files are delivered by email or through a private download link. Formats vary depending on your selected service.

Can I make changes after delivery?

Small fixes like typos are generally included. Larger revisions may require a fee depending on the scope of the change.

Thank you for trusting IBDesignz with your creative vision! For further questions, please contact us directly via our [Contact Page] or email ibdesignzorders@gmail.com.