

F.A.Q.



BOYKO
pictures

Q: How do you work?

A: Usually our workflow is as follows:

- **1. E-mail request and discussion** of the work details and price.
- **2. Sketches.** We provide 2 sketches for each graphic to choose from. Normally it takes up to 3 business days for this phase (sometimes it needs more time as there can be revisions to achieve a perfect result).
- **3. Revisions.** We provide 2 revisions for each graphic. At the phase of sketches it is ok to make core changes (e.g., those that influence the composition). In other words, it is possible to draw them from the very beginning twice.
- **4. Digital drawing.** It takes up to 5 business days to make a vector file.
- **5. Revisions** of the digitally drawn graphic. It is possible to change insignificant details (those that don't influence the composition) or colors twice.

NOTE: No core changes are possible at this phase. If such modifications are required, it's considered as another illustration and is billed accordingly.

Any changes requested beyond this scope (i.e. 2 revisions for sketches and 2 revisions for digitally drawn graphic) are also billable as per hourly rate.

- **6. Final batch.** As soon as the graphic is approved, we send the batch of the files in .eps/.ai/.svg and .jpeg /.png formats. If any other formats are required, please let us know and we'll discuss the possibility of doing this.

Q: How long will it take to complete the work?

A: If the feedback is prompt and accurate, an image will be delivered in approximately 5 business days.

Q: How is the work paid?

A: Please be informed about Payment Method and Schedule:

- 50% advanced payment is paid after the work details are discussed and become clear.
- The remainder is paid after the digital files are approved. The final batch is delivered after this payment.
- Payment method – Payoneer (preferable); Skrill.

Q: What information should I provide in the request?

A: Please provide:

- The style and the type of work (e.g., a standard illustration in flat design style);
- The concept. I.e., what would you like to see in the image (specific objects or a composition or something else)?
- Size;
- Desired color scheme;
- Due date.

Q: What if I'm not sure what I need?

A: It's ok if there's no concept – we can suggest the ideas considering the preferences. Please also see our Styles Guide.

2 INITIAL SKETCHES ARE PROVIDED
AFTER THE CONCEPT'S APPROVED:



WORKFLOW EXAMPLE

Below you can see the example of the work process:

First, there's a preliminary step, when the project is discussed with the Customer, and we receive the detailed specs (the image concept, preferable elements, color scheme, sizes, etc.)



THE SKETCH CHOSEN (A) -
MODIFIED AFTER REVISION.



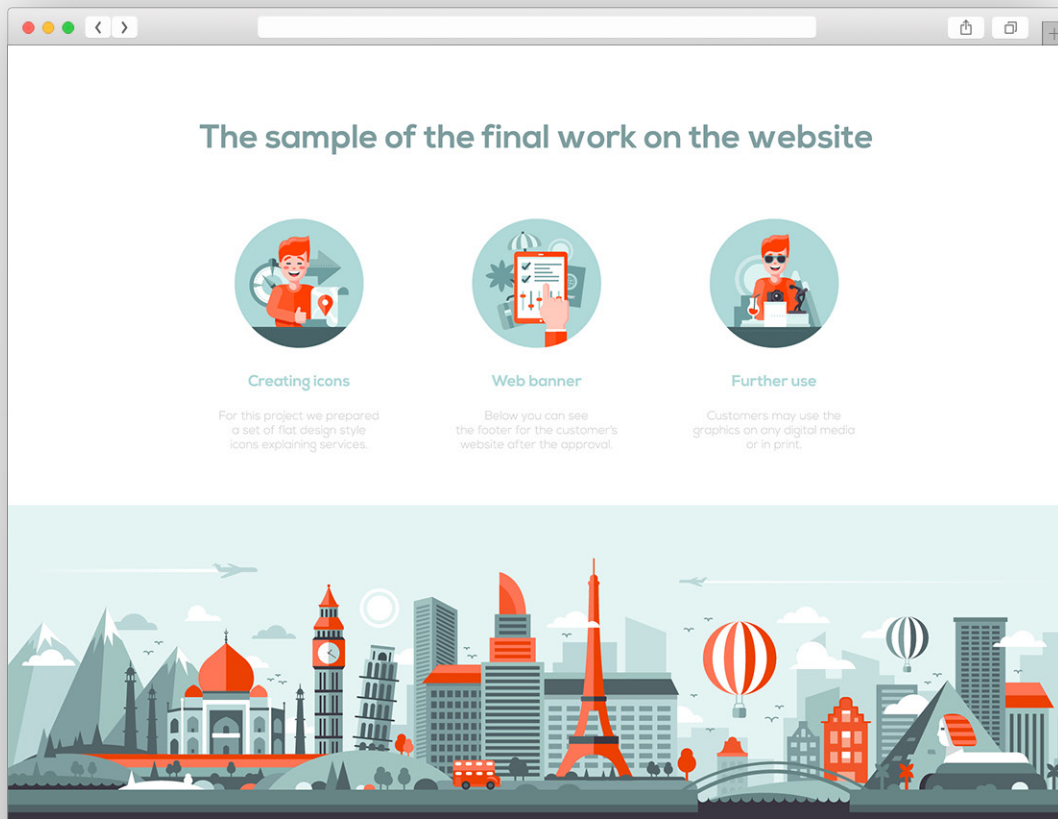
WORKFLOW EXAMPLE



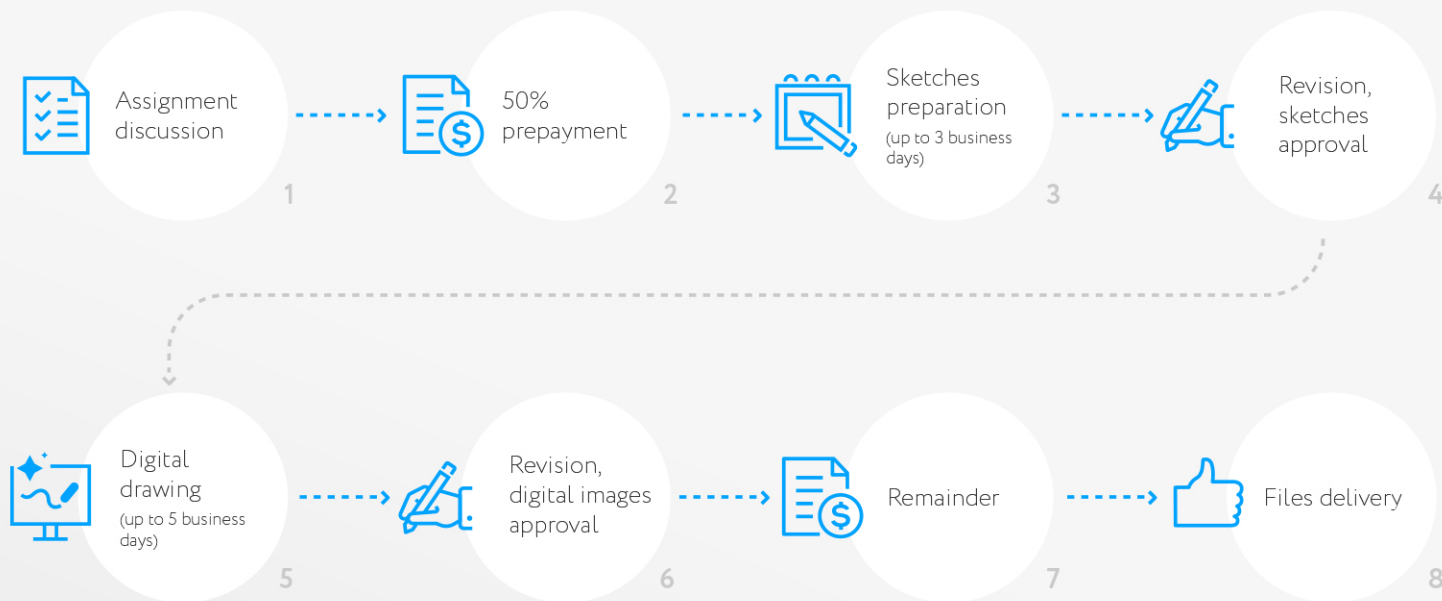
DIGITALLY DRAWN GRAPHIC WITH MINOR CHANGES,
ACCORDING TO THE CUSTOMER'S REQUIREMENTS.



WORKFLOW EXAMPLE



IN GENERAL, THE WORKFLOW LOOKS LIKE THIS:



Q: What if I decide to cancel?

A: Boyko.Pictures Studio warrants that the deliverables are created in strict accordance with the details agreed during the discussion phase and in a timely and professional manner. However in case if the assignment is canceled/rejected for reasons beyond our control, a cancellation/rejection fee is paid:

- If cancellation/rejection occurred prior to the completion of the sketch phase, 25% of the initial price is charged (i.e. we reimburse a half of the 50% advanced payment);
- If cancellation/rejection occurred after the completion of the sketches phase and prior to the completion of digital drawing, 50% of the initial price is charged (i.e., the advanced payment is not reimbursed, and no remainder payment is required);
- If cancellation/rejection occurred after the completion of digital drawing phase (i.e., the work is finished, and all the graphics are digitally drawn according to the approved sketches and style and are of proper quality), 100% of the initial price is charged (i.e., the remainder payment is required). In the event of failure to pay the remainder, the client does not obtain any rights to the use of the artwork. We reserve the right to use the rejected work on our own discretion;
- If the project's already started and the client stops replying the e-mails and doesn't get in touch for more than 3 months, the project is considered to be canceled. In this case we reserve the right not to reimburse the payment that is already made. In the event of cancellation, the client obtains all the originally agreed-upon rights to the use of the completed work upon payment of the cancellation fee. Even though the client cannot exercise a particular reproduction right at this time, that right is transferred to the client when the purchase is completed with payment.