

HOUR CREDITS & RETAINERS

# Pick your balance. Get your quote.

Hour packs with a published validity. Your rate is fixed in the quote for the whole validity.

## How hour credits work

**01**
Pick a balance of hours. Every service has published hours in the catalogue.

**02**
Send a request. You see its hours before we start.

**03**
The hours are deducted as published, never by the time it takes us.

**04**
Follow every request and your balance in your account.

## The trial

- 3 complimentary hours, valid 14 days
- After a 10-minute introductory call
- Any catalogue service up to 3 hours, one revision round
- Once per company

# Hour packs

| PACK | HOURS | VALIDITY | GOOD FOR |
|---|---|---|---|
| **Trial (complimentary)** | **3 h** | 14 days | Try one real request |
| **Starter** | **10 h** | 60 days | A few posts or a landing page |
| **Growth** | **25 h** | 90 days | A logo plus regular posts |
| **Pro** | **50 h** | 120 days | A small app or a website plus social |
| **Scale** | **100 h** | 180 days | Several projects across services |
| **Enterprise (annual)** | **300 h** | 12 months | A year of design for a busy team |
| **Single hour** | **1 h** | 30 days | One quick fix |

Price on quote · written quote within 24 h

## Extras on any request

| | |
|---|---|
| Additional revision round | **1 h** |
| Advisory meeting | **1.5 h** |
| Print file preparation | **1 h** |
| Rush delivery | **+50 %** |

### Hour credits

- Validity per pack, with one 30-day extension
- Hours move freely between services
- Your rate is fixed for the whole validity
- Credits are not refundable in cash
- Scale and Enterprise: up to 35 % of the balance per month

03 MONTHLY RETAINERS

# Fixed hours, every month

For teams that need design every week. Up to 20% of unused hours roll over one month. 3-month minimum, then 30 days' notice.

### Retainer Lite

## 15 h / month

- Scheduling priority
- 20% roll-over

### Retainer Standard

## 35 h / month

- Dedicated account manager
- Scheduling priority
- 20% roll-over

### Retainer Premium

## 70 h / month

- Dedicated account manager
- Scheduling priority
- 20% roll-over

## Included for everyone

Open source files · 100% ownership · One account manager · Official invoices · Delivery via Drive or Figma · WhatsApp support · Monthly usage report · A maintained brand sheet

## A simple rule

### You know what you need

A logo, a website, an app: take the package. Scope and date are fixed in your quote.

### You need design often, in small pieces

Posts, ads, a page now and then: top up a balance and send requests as they come.

### You are not sure yet

Start with 3 free hours or book a 10-minute call. Your quote follows within 24 h.

### Request a quote

Book a short call. You get a written quote within 24 hours, with the scope and the date fixed before you approve.