

FAQs for Clients

Interested in hosting a contest(s) on
ZillionDesigns.com?

Please read the following guidelines carefully.

1. Who we are?

ZillionDesigns is a sister company of Logo Design Guru, Inc. We offer custom design solutions through a single crowdsourcing marketplace. The goal is to bring customers and designers together in one place, and for those designers to provide customers with "a zillion" custom design concepts to choose from.

2. How does a design contest work?

- i. **Step 1:** Select a Service. Start your contest by choosing a design service that you need.
- ii. **Step 2:** Name a Price. There is a minimum price for every design service, but you can choose the amount you'd like to pay based on how many design concepts you'd like to receive (the more you spend, the more designs you will receive). You can also choose a package from our list and customize it as per your needs.
- iii. **Step 3:** Write a Creative Brief. There are a few questions that you will need to answer before designers can get started. The creative brief is essential to designers understanding your needs. This ensures that they have what they need to create unique designs for you.
- iv. **Step 4:** Give Feedback. As soon as you submit the creative brief, the contest begins for the designers. They compete by submitting design concepts for you to choose from. Your feedback on these concepts will help guide the designers in the right direction and get you exactly what you are looking for.
- v. **Step 5:** Pick a Winning Design. Your design contest will run for 7 days (or longer at a small cost). Once the contest ends, you get to pick a winning design. We then approve the final files of the winning design to be sent to you. After they have been checked thoroughly for copyright, trademark, quality and compliance standards, you will receive the design.

3. How long does a contest last?

Typically, a contest runs for 7 to 10 days depending on your needs. If you want to extend or shorten the duration of the contest, you may do so at a minimal cost. You can choose the duration at the beginning of the contest.

4. What if I need my designs right away?

If you need your designs right away, you can speed up the process by expediting your contest. This will allow you to host your design contest for as little as 3 to 6 days. For more on Expedited Contests, please read below.

5. Can I extend my contest?

Of course, you can extend the duration of your contest. Normal contests run for 7 to 10 days. You can extend your contest for a small fee by contacting our team when placing the order. Extensions can run up to 14 days.

6. How much do the different design service cost?

Each design contest can be started with a minimum prize. The more you invest, the greater the number of unique designs you will receive. For detailed pricing, please [click here](#).

Note: Please note an additional 20% listing and processing fee is charged for each contest. Upgrades are charged separately.

7. Do you offer packages?

Yes, we do. We offer four different types of packages for bundle services. [Click here](#) for details.

8. Why should I buy a package?

A package is more economical and convenient for you because it lets you strategically brand your products and services at a lower price. You only have to pay one time for processing fee and upgrades..

9. What does a website design contest include?

When you order a website design, your design contest includes a unique web page or template design. You will be given a PSD file without coding. If you require a customized website design with coding, you may choose our Complete Web Design service. Read more for details

10. What fees will I be charged when starting a contest?

When you launch a contest, the following charges will incur:

EXAMPLE

Total Prize Money:	\$300
Add 20% Processing Fee:	\$60
Add Upgrades [If Any]:	\$15
TOTAL DESIGN CHARGES:	\$375

Note: From time to time, we run promotions and offer discount coupons which you may claim at the time of payment.

11. How can I be informed about special promotions?

From time to time, we offer special promotions on our website. Be sure to follow us by adding us to your email contact list, so you can be notified of discount opportunities. Subscribe to them or to our email list to avail these offers.

12. What methods of payment are accepted?

We accept all major payment methods including PayPal, Visa, MasterCard, Discover, American Express and E-checks.

13. What if I want to change my Creative Brief after my contest has started?

No problem. Simply contact us within 24 to 48 hours of your project's launch to do so. You can reach us via email - support@zilliondesigns.com, or give us a call at (877) 525-5646.

14. Can I increase the prize amount after I start a contest?

Of course you can! You may do so by clicking on the "My Contests" tab in our panel. Click on "Increase Prize Money," and follow the prompts. This option will increase the number of designers, who submit design concepts for your contest, and improve the overall quality of drafts as well

Note: *The 20% transaction fee will be charged on the increased amount.*

15. How many designs will I receive?

It depends. The more frequently you interact and communicate with designers by providing feedback, the more improved drafts you will receive. On an average a contest receives at least 30 drafts and this can reach up to 80 designs.

16. Is there a limit to the amount of design drafts I can receive?

No, there is no limit to the number of design drafts that designers will submit

17. How can I contact a designer?

Designers can be contacted via our private messaging system by clicking on the designer's profile. Then, click on "Contact" on the left side. Write your message and click "Send". If you still have problem connecting with them, contact us at support@zilliondesigns.com or call us at (877) 525-5646.

18. How can I increase the number of designs that are submitted?

Although we encourage our designers to submit unlimited number of design concepts, using the following strategy may help you boost the number of drafts for your contest:

- 1. Make your contest guaranteed.** This means that you are guaranteeing that you will choose a winning design at the end of the contest. This will assure the designers that they are not wasting their time with drafts. A guaranteed contest also attracts more designers, and boosts the number of design drafts.
 - 2. Write a detailed creative brief.** The purpose of your creative brief is to provide information for designers, so they will understand your ideas and what you are looking for in their drafts. By giving more details, designers will be able to envision your idea more clearly and be more aligned with your vision.
 - 3. Give feedback and get involved.** Being involved in your contest by providing constructive feedback helps give designers direction. They will provide better quality drafts that meet your specifications.
 - 4. Increase the prize money.** The greater the amount you invest, the more designers will be interested in competing in your contest. In the end, there will be more concepts submitted for you to choose from.
 - 5. Invite designers to participate.** To attract better skilled designers, you can browse through our designers and their past work. By checking out their profiles and portfolios, you may get an idea of their design style, which may better match what you are looking for. You may invite these designers to participate in your contest.
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19. Can I select more than one winner?

Yes, you can. At any point during the design contest, you can announce that you will be selecting more than one winning

designer. This can also be done after the contest ends.

To select multiple designers, simply log in and go to "My Contests" in the panel. Then, click on "Add Winner(s)". You will also need to fill out the "Winner's Information". After submitting, you will notice an increase in the number of "Winner(s)". At the end of the contest, you will be prompted to choose your winner and "additional winner(s)".

20. What is a 1-to-1 project how does it work?

1-to-1 Project is an exclusive and independent way to work with any existing winner of your previous contests.

21. How do I start 1-to-1 project?

Click on "1-to-1 Project" on the left panel and find the profile of the designer you want to work with. Here's how to create a successful 1-to-1 project:

1. Click on "Invite to a 1-to-1 project", fill out the invitation, and send it to one of the winning designers you have previously worked with. Please try to provide as much as possible details about your requirements, so that the designer is very clear before he confirms with you and sets a price for the project. You can also let him know your budget for the design work in the details.
2. The designer may contact you through a private message to gain further clarification.
3. The designer will accept the invitation and send you an invoice.
4. ZillionDesigns.com will create a workspace once the invoice has been paid.

22. How much do 1-to-1 project cost?

Depending upon the scope of the work, the designer will decide on the cost. You can discuss this directly with the designer. The minimum price for 1-to-1 project is \$50. ZillionDesigns.com will charge the standard 20% processing fee.

23. What is a donation and how can I award once?

At ZillionDesigns, we appreciate our designers' hard work and enthusiasm when participating in design contests. A donation is a small monetary award that customers may award designers to show their appreciation for their time and effort. To donate, go to "My Contest" and click on the design draft that you want to award. This will take you to a page, where you will be asked to donate amounts in denominations of \$25, \$50, or \$100.

24. What is ClientShare?

ClientShare is a FREE feature on our website for contest holders. With ClientShare, you can share your design contests privately with your clients or others by simply clicking on the ClientShare link under "My Contests" in your account. The link will prompt you to create unbranded ClientShare links with anyone you'd like to share with. For more information on ClientShare, read this

25. How do I choose winner?

Once you have seen all of the designs and decided on a favorite, you can click on the finalize link on the bottom left of that design. When you click "Finalize," you'll be taken to another page where you will need to confirm your decision. Once this is done, the winner will be announced and you will receive your final design files in 3-5 business days.

26. How long do I have to select winner?

On the day your contest ends, your 7-day decision period will begin. If you need more time, you can contact the support team to extend it. If your contest is Guaranteed and you do not contact us or select a winner within 7 days, we will contact you to remind you to choose a winner. In some instances, we will choose a winner for you, and we reserve the right to do so.

27. Can I ask for revisions to my design?

Although after your contest has ended and the design has been finalized, no revisions are allowed. You may contact the designer directly through private messaging for any revisions at his/her discretion.

28. When I will receive my design files?

You will receive your final design files within 3-5 days of finalizing the winning design. How do I receive design files?

After they are checked, your design files will be uploaded into My Panel. You will be notified when your files have been uploaded. You can then log in into My Panel to download your files and view them.

29. What type of file will I receive?

You will receive the file types listed below. If you need other file types, please contact our support team immediately after selecting the winner. We cannot guarantee that the designer will provide you with additional design files once you have received the final files.

Files We Provide for a Logo Design Contest:

Raster Files:

1. .JPEG or Joint Photographic Experts Group in RGB
2. .PSD or Photoshop Document in RGB
3. .GIF or Graphic Interchange Format in RGB
4. .TIFF or Tagged Image File Format in CMYK
5. .PNG or Portable Network Graphics in RGB

Vector Files:

1. .AI or Adobe Illustrator in PMS or CMYK
2. .EPS or Encapsulated Postscript in CMYK
3. .FH or FreeHand in PMS or CMYK
4. .PDF or Portable Document File in CMYK

Files We Provide for a Stationery Contest:

1. .AI or Adobe Illustrator in PMS or CMYK
2. .EPS or Encapsulated Postscript in CMYK
3. .FH or FreeHand in PMS or CMYK
4. .PDF or Portable Document File in CMYK
5. .PDF or Portable Document File in RGB
6. .JPEG or Joint Photographic Experts Group in RGB

Files We Provide for a Brochure or Other Contests:

1. These are editable files and we provide them in .AI Adobe Illustrator or .FH or FreeHand in CMYK format.

Printable Files:

2. Alternatively, we provide them in .TIFF or Tagged Image File Format in CMYK 300 DPI for printing purposes.

Files We Provide for a Web Contest:

You will receive the following file formats for your web contest:

1. .JPG or .PNG formats of images
 2. .PSD or Photoshop Document in RGB
 3. Additional graphic files used for completion of the web contest will also be provided
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30. What do I different file types mean? How do I use them?

You will receive two main types of files - vector and raster. Vector files are usually required for printing purposes. They can be resized without compromising the print quality. Raster files are required for websites and other print materials. Both will be provided according to your required needs.

31. Will I have trademarks rights?

Yes, you will have complete trademark rights of your design once you have chosen and finalized a winning design. In the Terms & Conditions, designers agree to relinquish the rights of any winning designs. Trademark registration, however, will be your responsibility.

32. Will be able to register a trademark for my design?

Yes, you will have complete trademark rights of your design once you have chosen and finalized a winning design. In the Terms & Conditions, designers agree to relinquish the rights of any winning designs. Trademark registration, however, will be your responsibility.

33. Will I be able to register a trademark for my design?

You sure will! Once you have paid for the design in full, you will have the opportunity to trademark the design. It is your responsibility to pursue a trademark for your design, and we cannot guarantee you will receive one.

34. Can I cancel my contest?

If you are not satisfied with the results of your design contest and it is not Guaranteed, you may cancel your contest. If you have received more than 30 designs, we will retain \$50 from your prize amount, but if you receive less than 30, we will refund the full amount. Transaction and any upgrade charges are nonrefundable.

Please note: Guaranteed contests cannot be cancelled under any circumstances.

35. What is the refund policy

ZillionDesigns maintains that all projects will receive a minimum of 30 design entries for all projects. If you have not received 30 entries, you are entitled to claim a refund of your prize money.

If you want a refund for a project in which you did not add the "guaranteed" upgrade but you have received over 30 entries, we will retain \$50 from the prize amount for the top designer. Please be aware that guaranteed projects are not entitled for a refund under any circumstances.

Lastly, please be advised that the listing, processing and upgrade fees will not be refunded.

36. What is the Money-Back Guarantee? Do I qualify

You can opt for Wire Transfer, PayPal, Cash via Direct Bank Deposit, or E-check. We offer a money-back guarantee on all

non-guaranteed contests. If your contest is not Guaranteed and you receive less than 30 design concepts and are not satisfied, you may request a refund of your prize money. If your non-guaranteed contest has more than 30 concepts, however, we will retain \$50 of the prize amount and award it to the top designer.

NOTE: Processing fees, including upgrades, will not be refunded. All refunds must be requested within 90 days of the contests end date. Please see Terms & Conditions for more information.

37. What if i am dissatisfied with the designs submitted to my contest?

Providing feedback to the designers is a great way to turn things around. The more they know about what you want, the better the results will be. You can also browse through designers and invite ones you like to submit a design.

The support team is available to assist you with any issues throughout your contest. Please call 877-525-5646 or email support@zilliondesigns.com

Another option is to extend your contest for 3 days for just \$29. This will allow more time for revisions, feedback, and inviting of other designers.

38. What happens if i do not choose a winner?

You have 7 days to choose a winner. If you do not choose a winner within that time frame, we will contact you to do so. If you have a guaranteed contest and still have not chosen a winner within 15 days of your contest ending, we will keep sending you reminders until you finalize the contest yourself.

39. How do I report a design that i believe infringes on a trademark or copyright?

You have 7 days to choose a winner. If you do not choose a winner within that time frame, we will contact you to do so. If you have a guaranteed contest and still have not chosen a winner within 15 days of your contest ending, we will keep sending you reminders until you finalize the contest yourself.

40. Can i work with a designer after my contest is complete?

Working with one designer off of our platform can result in several issues regarding payment, file receiving, etc. To ensure that you receive many high quality designs that you are guaranteed to receive final files for, we encourage you to use our site for future design needs.

41. I am really happy with the work, how do i give a testimonial / review?

We are delighted that you are happy with our work, and would like to give a testimonial. You can do so by the following methods:

- a. Email:** Simply send in your testimonial whether "message" or "video" to us via support@zilliondesigns.com with your user name and/or project name, and if possible your headshot photo.
- b. Google+:** Sign in with your Gmail account, and head over to our brand page here. Click on the "pencil" icon and a review popup will appear. Fill in the details and submit.
- c. Facebook:** Sign in your Facebook account, and head over to our brand page here. Write your review and give star rating.
- d. Yelp!:** Sign in to your Yelp! account, and head over to our page here. Write your review and give star rating.

UPGRADES

Upgrades are add-ons that you can purchase to help your contest's success. Some are aimed at enticing designers so more will participate, while others are here to help protect your contest's privacy. Here is the full list of upgrades that you can add to your cost.

1. What is a Private Contest?

A Private Contest is a design contest in which only users logged into our site will be able to view. Designers will not be able to add winning designs from private contests to their portfolios. Also, they will not be indexed by search engines.

2. What is a Guaranteed Contest?

A Guaranteed Contest is a contest in which it is guaranteed that a winning design and designer will be chosen. This increases the amount of designers willing to participate, since it is guaranteed that they could win.

3. What happens if I do not "guarantee" my contest?

If you choose not to "guarantee" your contest, then you will not have to choose a winner at the end of the contest if you are not satisfied with the designs. Also, if you are not satisfied, you are eligible to receive our money-back guarantee if you receive less than 30 designs. If you receive more than 30, you can still obtain a refund, but we will retain \$50 of the prize amount. Listing and processing fees will not be refunded.

4. What is a Featured Contest?

The Featured upgrade allows your contest to stay within the first few pages (ahead of non-featured contests) of listings in the "Browse Contests" tab. With this feature, you gain maximum visibility among designers.

5. What is a Veiled Contest?

To upgrade a contest after it has already started, simply log into your account and click on the "My Contests" tab. Then, select "Upgrades" and choose which one(s) you'd like and follow the prompts. As a contest holder you have the option of veiling your contest. A veiled contest is one in which the contest holder is the only one who can see the design entries. Designers can only view their own entries, and not others.

Having a Veiled contest helps promote creativity, helps in maintaining privacy, and encourages fair competition during the contest.

For all veiled contests, you may leave public comments for all to see or use the private messaging tool to communicate with the specific designers.

6. What is an Unveiled Contest?

By default, all contests are veiled on our site. This means that designers cannot see each other's designs, and cannot copy one another. In some cases, clients like the designers to be able to see all of the designs and upgrade the contest to be unveiled.

7. What is an Expedited Contest?

An Expedited Contest is a contest that will be completed in less time than the standard 7 days. For \$29, you can choose to have your contests length be between 3 and 6 days.

8. How do I add an upgrade after I've started a contest?

To upgrade a contest after it has already started, simply log into your account and click on the "My Contests" tab. Then, select "Upgrades" and choose which one(s) you'd like and follow the prompts.

9. How do I unveil my design project?

To unveil your design contest you need to do the following:

- i. Go to "My Contests"
- ii. Click on "Upgrade"
- iii. Choose "Unveiled Contest"
- iv. Click on "Proceed"
- v. Pay by credit card