

Last Updated: February 26, 2026

These Terms of Use ("Terms") govern your access to and use of the services offered by Vantaflow ("Vantaflow", "we", "us", or "our"). By purchasing or using our services through our website (the "Website"), you agree to be bound by these Terms.

If you do not agree with any part of these Terms, you should not use our services.

1. Services Offered

Vantaflow provides fully digital branding, design, and creative services. Our offerings may include, but are not limited to:

- Logo design packages
- Brand strategy and identity assets
- Extended branding systems
- Animation or motion design add-ons
- Expedited delivery options
- Custom design or branding services agreed upon in writing

All services are delivered digitally. No physical goods are provided.

2. Orders and Payment

Payment must be completed in full before any work begins. We accept payments via card, PayPal, or other supported payment methods.

Projects will only commence once payment has been successfully received and verified. If a payment attempt fails or cannot be confirmed, services will be delayed until verification is completed. Vantaflow reserves the right to cancel any order where payment verification cannot be reasonably completed.

Currency Notice

Unless explicitly stated otherwise, all prices displayed on the Website and all transactions are processed in U.S. Dollars (USD). Clients are responsible for any exchange rates, conversion fees, or additional charges applied by their bank or payment provider.

3. Delivery Timeframes

Estimated delivery timelines depend on the selected service and the client's completion of required intake materials.

- Initial logo concepts are typically delivered within approximately 72 hours after submission of the required intake form.
- Additional brand deliverables begin after logo approval and completion of any necessary onboarding steps.
- Expedited delivery options, where purchased, prioritize turnaround times accordingly.

All delivery timelines are estimates. In rare cases, delays may occur due to unforeseen circumstances. If an expedited delivery option cannot be fulfilled, only the expedited delivery fee will be eligible for refund.

4. Revisions

Revision limits vary by service tier or package:

- Main package includes unlimited revisions within the chosen design direction

Revisions apply only to the initially selected concept. Requests that fall outside the original scope, involve new concepts, or significantly alter direction may require additional fees.

5. Client Responsibilities

By engaging our services, clients agree to:

- Provide accurate, complete, and truthful information
- Submit required intake forms promptly
- Provide timely feedback when requested
- Confirm they have legal rights to all names, content, and materials supplied

Vantaflow does not conduct trademark searches or legal verification of client-provided names or assets. Responsibility for legal clearance, trademark availability, and compliance rests solely with the client.

We reserve the right to refuse requests involving copyrighted, trademarked, or unauthorized materials.

6. Intellectual Property

Ownership of final, approved deliverables transfers to the client only after:

- Full payment has been received, and
- Final files have been delivered

Vantaflow retains ownership of all non-final materials, including but not limited to:

- Unused concepts
- Drafts and working files
- Internal design documents
- Presentation or preview materials

Unless explicitly requested otherwise, Vantaflow may display completed work in portfolios, case studies, or marketing materials.

7. Fonts, Mockups, and Stock Assets

All logos are custom-created. Mockups are used solely for presentation and demonstration purposes.

Some deliverables may include licensed fonts, stock images, or third-party assets. Such assets remain subject to their original licensing terms. Clients are responsible for securing extended or commercial licenses where required for reproduction or distribution.

8. Refund Policy

We do not offer refunds - But our main package includes unlimited revisions within the chosen design direction.

9. Cancellations

Orders may be canceled prior to the start of work.

11. Client Inactivity

If a client fails to respond or provide required feedback for a period of 10 consecutive calendar days, the project may be marked as completed due to inactivity.

In such cases:

- Work completed up to that point will be delivered as-is
- The project becomes non-refundable

12. Trademark Disclaimer and Optional Services

Vantaflow does not guarantee trademark approval, registration, or legal clearance of any design or brand element.

Trademark registration and legal protection are the client's responsibility. Clients seeking trademark registration assistance should consult a qualified legal professional of their choosing.

13. Limitation of Liability

To the maximum extent permitted by law, Vantaflow shall not be liable for indirect, incidental, consequential, or special damages, including but not limited to lost profits, business interruption, marketing performance, or third-party production issues.

Our total liability shall not exceed the amount paid by the client for the specific service giving rise to the claim.

14. Disclaimer of Warranties

All services are provided on an "as-is" basis, without warranties of any kind, whether express or implied.

We make no guarantees regarding commercial results, brand performance, legal approval, or compatibility with third-party platforms or tools.

15. Termination

Vantaflow reserves the right to refuse service or terminate any project involving:

- Abusive or harassing behavior
 - Fraudulent activity
 - Violations of these Terms
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16. Changes to These Terms

Vantaflow may revise or update these Terms at any time. Any changes will take effect immediately upon posting on the Website. Continued use of our services constitutes acceptance of the updated Terms.