

# FAQs

Frequently Asked  
Questions.



**DESIGNLOKA**

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## 1. What are Designloka's business hours?

You'll be assigned to designers that will be online during the business hours listed below:

10.00am - 6.00pm MYT

## 2. Who is Designloka for?

Designloka is for startups, SMEs, marketers, creative agencies, freelancers, entrepreneurs – just about anyone who needs cost-effective, high quality graphic design services, on an ongoing basis.

With Designloka, you'll feel like you have an in-house designer – without the hefty price tag.

## 3. What details should my design request include?

Include these details every time for the best results - the more the merrier:

Size, orientation, format (print or digital), preferred colours, inspiration designs, and text copy. The more descriptive you can be, the fewer revisions will be required.

## 4. How long do requests take to complete?

We work on your requests on a first-come, first-served basis. They are entered into your design team's queue in the order that they are received. Your team then works on delivering them.

Your designers will work on your requests every business day.

Turnaround time depends on several factors such as:

- **The complexity of your requests**
- **The number of requests you currently have being worked on**
- **The quality and clarity of your instructions**

Most of our projects are completed within 2-3 days. On average, simple tasks take 1-2 days to be completed, moderate tasks take 2-4 days, complex tasks take around 4-8 days.

## 5. Can I resell any of the designs Designloka creates for me?

You can. You own the rights to your designs. So, feel free to go wild!

Just remember, we double check every element and stock photo we use, to make sure you're granted the licenses for them & we are assuming materials you provide to us are licensed and owned by you. If you do happen to send Designloka unlicensed materials to use, remember we are not held liable or the rights of the final design.

## 6. What kind of designs doesn't Designloka do?

We're an experienced team but there are a few limits to what we can deliver. We don't fulfill the following types of requests: Custom Illustrations, Field Tasks, Photography shooting works, Video shooting & editing, GIFs, Motion Graphics, 3D Rendering, UI/UX Design, Website Or App Design.

## 7. How many brands can I submit requests for?

One brand for each plan & we're happy to help you with as many designs as you need.

## 8. Am I bound to any contract?

No, you are subscribed on a monthly subscription. Subscribe when you require our help and unsubscribe when you are done. No contract, cancel anytime.

## 9. Can I queue task?

Yes, you can queue tasks. As soon as we complete one task, we can immediately move on to the next task in queue. You can queue tasks by describing your requirement on a simple email or by filling up the shared design brief form in Trello.

## 10. What is included in the Premium plan?

With the Premium plan, you get a professional graphic designer working on your creative requests every business day, 7 designs per month, 3 revisions per design & RM100 for additional request/revision for each design. Graphic design requests exclude: logo & packaging design.

## 11. What is included in the Unlimited plan?

With the Unlimited plan, you get a professional graphic designer working on your creative requests every business day with unlimited design request, unlimited revision for all graphic design service offered in our service & FREE for additional request/revision for any design.

## 12. How do I submit and manage my requests?

There are three ways you can make requests – through email, or through our task management software, Trello (recommended) or Facebook Messenger.