

# FAQ

## Email Marketing Design Services



### Do you offer payment plans?

Yes, we do. It's important to me to make Tiny Crowd logo and brand design packages accessible to as many brands as possible. Simply ask about flexible payment plans during our discovery call.

### Can we start on my project right away?

Here at Tiny Crowd, we usually book out 2-3 weeks in advance. So if you are contemplating hiring us for your EDM design, get in touch now so we can lock you in for the next available spot.

### Do you only work with people in Australia?

No. The team and I have worked with Tiny Crowd legends from all across the globe. We might charge in AUD, but that doesn't mean we think local.

### Why is professional email design so important?

Ecommerce emails rely on professional and action-driven design to get readers to act. Buttons need to jump out at you, the layout needs to guide the reader and the message needs to be clear. Why not piggyback on our 12+ years of EDM design experience?

### How will we communicate during the creative process?

We'll check in via email throughout the project and you'll receive any concepts and designs via Dropbox or Google Drive. Whenever we need to jump on a call or reveal that will happen via Zoom so we can talk through it 'face to face'. And if you ever feel that you need an extra chat, I'm always there for you.

### How long do I have to provide feedback?

To keep our project on track and stick to the agreed timeframes, we allow up to 2 weeks to receive your feedback. From experience, that's just the right amount of time to let everything sink in without feeling rushed.

### What happens if I need to outsource copywriting for my email marketing?

We have a trusted network of ecommerce email copywriters. Here's a quick shortlist:

CAN DO! Content <https://www.candocontent.com>

Fete Creative <https://fetecreative.com.au/>

Damn Write <https://www.damnwrite.com.au/>