

FAQ

Shopify Website Design & Build



Do you offer payment plans?

Yes, we do. We think it's important to me to make Tiny Crowd website 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 a new website for your brand, get in touch now so we can lock you in for the next available spot.

Do you only work with people in Australia?

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

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 more pages for my website?

That's totally possible. The features and functions of the additional page will determine the price tag that comes with it.

What website platform do you recommend?

Shopify all the way. Shopify is the unrivalled leader for online stores and ecommerce brands.

Do I have to organise my own domain name registrations and website hosting?

You can secure a domain name directly within Shopify. Or we can use an existing domain you already own. Thankfully website hosting is all part of Shopify's monthly fee and one less thing to worry about.

What happens if I want extra features and functions on my website?

We fully support extra features and functions for your website that elevate your user experience. We can hand-select the best solution from hundreds of apps ready to connect to your online store. Any additional apps that come with a monthly subscription or one-off fee are not included in Tiny Crowd website packages and will come with an extra cost.

Do you also offer SEO as a service?

SEO is not something we offer as a standalone service. Some copywriters can help you optimise your website copy with SEO in mind or you can engage a specialist SEO agency.

What happens if I need to outsource copywriting for my website?

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

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

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

Kate Toon <https://www.katetooncopywriter.com.au/>

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

Should I organise a photoshoot before working with you?

Yes. Professional photography plays a huge part in the credibility of your brand. We highly recommend having high-quality photography ready to go before our project kicks off.