

Focus & Clarity – Frequently Asked Questions

1. What services do you offer?

Focus & Clarity provides professional Virtual Assistant and Graphic Design services to help businesses and entrepreneurs stay organised, consistent, and visually appealing.

Services include:

- Admin and email management
- Scheduling and diary organisation
- Document creation and formatting
- Branding and logo design
- Social media graphics and content design
- Marketing materials and presentation design

2. How do I get started?

Simply reach out via our contact form on www.focusandclarity.co.uk or email louise@focusandclarity.co.uk.

We'll arrange a free consultation to discuss your needs, goals, and the best package for your business.

3. Do you offer ongoing support or one-off projects?

Both! You can book a one-time project (such as a logo design or brochure) or choose ongoing Virtual Assistant support tailored to your business needs.

4. How are your services priced?

Pricing depends on the service type and project scope.

- Virtual Assistant support is typically charged hourly or on a retainer basis.
- Graphic design projects are quoted individually based on requirements.

You'll always receive a detailed quote before any work begins.

5. How do I make payments?

Payments can be made securely via:

- Bank transfer
- Stripe
- PayPal

All sales are final unless otherwise agreed in writing. Full payment or a deposit may be required before work begins.

6. What is your turnaround time?

Turnaround times vary depending on the project size and complexity.

You'll receive a clear estimated delivery date when your project is confirmed. Urgent work may be available at an additional fee.

7. How will we communicate during the project?

Clients can contact Focus & Clarity via email or through our social media channels for ongoing communication.

Meetings and updates will primarily take place via Microsoft Teams or email correspondence, depending on what works best for you.

8. Do you sign contracts or agreements?

Yes — all services are covered by clear Terms and Conditions to protect both parties. These outline project scope, timelines, and payment terms.

9. Will my information remain confidential?

Absolutely. Focus & Clarity takes confidentiality seriously. All client information, materials, and data are handled securely and never shared without consent.

For more details, please see our Privacy Policy.

10. Can you help with branding for my business?

Yes! We offer complete branding packages including logo design, colour palettes, fonts, and brand style guides to ensure your business looks professional and cohesive.

11. What if I need revisions?

All design projects include a set number of revisions as stated in your quote. Additional revisions can be added at an agreed rate if needed.

12. Do you offer refunds?

All sales are final. Refunds are only considered in exceptional cases and must be agreed upon by both parties in writing.


13. Do you work with clients outside the UK?

Yes! Services are provided digitally, so clients worldwide can benefit from Focus & Clarity's support.

14. How do I contact you?

 Email: louise@focusandclarity.co.uk

 Website: www.focusandclarity.co.uk

 Social Media: Available via Focus & Clarity's active social platforms