



CONTACT

- preferred method of contact is email – e: info@nerikdesign.com.au
- **I WILL NOT RESPOND to work facebook chats in Messenger or social media posts.**
- email provides a written record of what has been discussed, and clarification can be easily tracked and referred to.
- it allows each person to respond in their own time. For me it means I don't have to stop what I am working on at the time (as can happen with phone calls or social media chat options), which can sometimes break the flow of design, especially with spiritual design work.
- also helpful when things need to be researched to find the best solution.
- with around 90+ clients, email reminds me what I need to do each day, helps me organise my work, and be more efficient.
- I am naturally a writer, and work better having written references. I appreciate being able to clarify things in writing, and it is also good business sense to have information accessible to both parties for clarification should the need arise.
- Facebook chatting is not the place to discuss website updates or graphic design needs. I then have to copy and paste the chat and save it as a record, whereby emails are all in one place and automatically saved to my PC, and much easier to search through. I can also miss these chats from time to time, or forget they are there.
- [I will ignore any current client who contacts me on Facebook chat/mobile texting to discuss their website or graphic design needs.](#)
- bottom line: everything via email, all in one place, dual records between designer and client, handy to reference, easy to search, easy to manage as I 'star' everything until it's completed.
- however please do note: I understand phone calls are necessary from time to time, things may need to be discussed from an emotional or feelings perspective; in these instances, please book all phone calls by email and understand they need to be kept reasonably short in time.