

FAQ 2025





Do you offer revisions or changes during the design process?

For digital artwork (e.g., cover art), yes — we allow revisions within reason until you're happy with the result. (We'll clarify how many rounds once we begin.) For custom canvas paintings, any change requests should be discussed upfront since hand-painting work is more involved.

What formats will I receive for digital deliverables?

For digital projects (cover art, logos, merch mockups, social-media graphics) you'll receive high-resolution files, ready for print or online use (e.g., vector files, PNGs, or whichever format is needed).

How does custom canvas painting work?

You'll share your vision (theme, size, colour palette, style). We'll create the piece using professional acrylics on high-quality canvas, including optional elements like metallics, drips or text if desired. A protective finishing varnish is applied for longevity.

What's the typical turnaround time?

Turnaround depends on the project's complexity and current workload. For example, a simple logo might take a few days, a full album cover a week or more, and a custom canvas painting several weeks. We'll give you an estimated timeline once we know project details.

Where are you located and do you ship physical works?

We operate from Cambridge/Toronto, Ontario. Ride or Dye Design Yes — we can ship finished canvases to you (shipping cost and method will be discussed in advance). If you're local, in-person pickup might be possible.

How long does it take to ship a physical canvas?

Shipping time varies based on location and canvas size. Domestic shipping usually takes 3–7 business days, while international shipping can take 1–3 weeks. We securely package each piece to prevent damage.

What are your payment terms?

A deposit may be required before starting the project (especially physical works or when large-scale). Final payment is required before delivery of the final files or before shipping of physical artwork. Exact terms will be detailed in the project agreement.

What if I need a design but I'm on a tight budget?

Let's talk. We can discuss your needs, scale of project, and budget upfront to find a solution. Some services may be simplified to meet budget constraints while still delivering strong results.

Do you provide printing or production services?

We focus on design. However, we can prepare your files for print (merch, apparel, posters, etc.). If you need printing/production, we can recommend trusted vendors or guide you through the process.

What if I have an urgent deadline?

If you have a tight timeframe, let us know up front. We may be able to accommodate a rush service (potentially with an added fee) depending on our schedule.

Do I own the artwork after it's completed?

For digital designs, you receive the rights to use the artwork for personal or commercial purposes as agreed in the project terms. For physical canvases, the original painting is yours once payment is complete. Copyright and reproduction rights are clarified on a per-project basis.

How do you handle large or complex projects?

Large projects are broken into stages: concept, draft, feedback, and final execution. We set milestones so you can review and approve work at key points without overwhelming you.

Can you create interactive or multimedia designs?

While our main focus is visual design, we can create elements that integrate into social media content, video covers, or motion graphics with external collaborators if needed.

How do I care for my canvas or printed artwork?

Keep canvases out of direct sunlight, away from moisture, and dust gently with a soft cloth. For prints, use protective frames or sleeves to preserve color and quality.

How can I stay updated on your new artwork or services?

Follow us on social media, sign up for our newsletter, or check our website regularly to see new paintings, cover art, and design projects.