



# TERMS OF ENGAGEMENT

Teddy Lennox Social | One-Off Creative Services

info@teddylennox.com | www.teddylennox.com | @teddylennoxsocial

## PREAMBLE

These Terms of Engagement ("Terms") constitute a legally binding agreement between Teddy Lennox Social ("the Agency") and the individual, sole trader, or business entity named in the project confirmation ("the Client"). By making payment in full at the point of booking, the Client confirms they have read, understood, and agreed to these Terms.

These Terms are governed by the laws of England and Wales. Where the Client is an individual or sole trader acting in a consumer capacity, additional rights apply under the Consumer Rights Act 2015 and are noted where relevant.

## 1. DEFINITIONS

- 1.1 "Agency" means Teddy Lennox Social, a sole trader based in the United Kingdom.
- 1.2 "Client" means the individual, sole trader, or business entity purchasing the Services.
- 1.3 "Services" means the one-off creative services set out in the project confirmation, as described in Clause 2.
- 1.4 "Project Fee" means the fixed price payable in full at the point of booking.
- 1.5 "Deliverables" means the creative assets, files, and outputs produced by the Agency as part of the Services.
- 1.6 "Revision" means a single round of consolidated written feedback, responded to in one set of amendments.
- 1.7 "Start Date" means the date on which the Agency begins work, following clearance of the Project Fee.
- 1.8 "Post-Launch Support" means the period of minor technical assistance following project completion, as defined in Clause 9.

## 2. SERVICES AND PACKAGES

The following one-off services are offered by the Agency. The package purchased is confirmed in the project booking:

### 2.1 Custom Brand Creation > £500

Includes: 1:1 Brand Strategy Session, mood board and creative direction, bespoke psychology-led colour palette, complete logo suite, font pairing and bespoke hand-drawn fonts, full Brand Guidelines. 3 rounds of revisions

included. Additional revisions charged at £100 per round. Estimated turnaround: 4 weeks from Start Date, subject to Clause 7.

#### 2.2 **Brand & Website Package** > £1,750

Includes: everything in Custom Brand Creation, plus a fully custom 8-page Wix website, full SEO copywriting, domain connection, all technical setup, and 30 days post-launch support. 3 rounds of revisions across both brand and website. Estimated turnaround: 8 weeks from Start Date, subject to Clause 7.

#### 2.3 **Landing Page** > £250

Includes: single optimised page, built to convert, clear CTAs, mobile ready, 30 days post-launch support. Turnaround agreed at point of booking, subject to Clause 7.

#### 2.4 **6 Page Website** > £1,500

Includes: 6 custom pages, strategy-led structure, full SEO copywriting, mobile responsive design, domain connection, 30 days post-launch support. 3 rounds of revisions included. Turnaround agreed at point of booking, subject to Clause 7.

#### 2.5 **Intensive Build** > £3,000

Includes: 8+ custom pages, custom functionality and integrations, booking systems, forms, automations, full SEO optimisation, domain connection and setup, 3 months post-launch support. Up to 5 rounds of revisions. Turnaround agreed at point of booking, subject to Clause 7.

## 3. PAYMENT

3.1 The Project Fee is payable in full at the point of booking. No work will commence until payment has cleared in full. Klarna and Clearpay options are available which is considered “full payment” on my end.

3.2 All Project Fees are fixed at the rates set out in Clause 2 at the time of booking.

3.3 Additional revisions beyond the included rounds will be invoiced separately at £100 per revision round, payable before those revisions are carried out.

3.4 Any additional work agreed outside the original project scope will be quoted and invoiced separately before work begins.

3.5 For business Clients, statutory interest on any overdue invoices (including additional revision fees) is charged in accordance with the Late Payment of Commercial Debts (Interest) Act 1998, at 8% above the Bank of England base rate.

## 4. CANCELLATION AND REFUNDS

4.1 As work is allocated and commenced promptly following payment, the Project Fee is non-refundable once the Start Date has passed.

4.2 If the Client wishes to cancel before the Start Date, they must notify the Agency in writing to [info@teddylennox.com](mailto:info@teddylennox.com). In this case, a refund will be issued minus any administration costs reasonably incurred by the Agency up to that point.

4.3 **Consumer and sole trader notice:** If you are entering this agreement as an individual consumer, you have a right to cancel within 14 days of purchase under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, unless you have expressly requested that work begins within that 14-day period. By requesting an early Start Date, you acknowledge that your right to cancel will be lost once work has commenced. The Agency will confirm the Start Date in writing, and that confirmation constitutes your request for work to begin.

4.4 If the Agency is unable to complete the Services due to circumstances within its reasonable control, a pro-rata refund for work not yet carried out will be issued within 14 days.

## 5. REVISIONS

5.1 Revision rounds included per package are set out in Clause 2. A revision round constitutes one set of consolidated written feedback submitted by the Client, addressed by the Agency in a single response.

5.2 Feedback must be submitted in writing via email. Verbal feedback, feedback submitted across multiple messages, or feedback submitted after the Agency has begun responding will not count as a single revision round.

5.3 Additional revision rounds beyond those included are available at £100 per round, invoiced before work on that round begins.

5.4 Revision rounds do not carry over between project stages. Unused revision rounds for the branding phase of the Brand & Website Package cannot be applied to the website phase, and vice versa.

5.5 Revisions are limited to refinements within the agreed creative direction. Requests to substantially change the creative direction, strategy, or scope after sign-off will be treated as a new instruction and quoted separately.

## 6. CLIENT RESPONSIBILITIES

6.1 The Client is responsible for providing all content, assets, copy, images, login credentials, and information required by the Agency in a timely manner. The Agency cannot be held responsible for delays caused by the Client's failure to provide required materials.

6.2 The Client must review and provide feedback within 7 days of each deliverable being shared. Where no feedback is received within 14 days, the Agency reserves the right to treat that stage as approved and proceed to the next.

6.3 Where a project is stalled for more than 30 consecutive days due to the Client's non-response or failure to provide materials, the Agency reserves the right to close the project. In this case, no refund will be due for work already completed or allocated.

6.4 The Client warrants that all materials, content, images, and assets provided to the Agency do not infringe the intellectual property or other rights of any third party. The Client accepts full liability for any claim arising from such infringement.

6.5 For website projects, the Client is responsible for maintaining their own Wix account subscription. The Agency is not responsible for any service interruption, data loss, or platform changes arising from the Client's Wix account.

## 7. TURNAROUND TIMES

7.1 Turnaround times set out in Clause 2 are estimates from the Start Date and are conditional on the Client fulfilling their responsibilities under Clause 6, including timely provision of materials and feedback.

7.2 Turnaround times will be extended by a reasonable period where the Client causes delays, and the Agency will not be held in breach of these Terms as a result.

7.3 The Agency will communicate progress and any delays in writing. Where a delay is caused by the Agency, the Client will be notified promptly.

## 8. INTELLECTUAL PROPERTY

8.1 All Deliverables created by the Agency remain the intellectual property of Teddy Lennox Social until the Project Fee and any additional invoices are paid in full.

8.2 Upon receipt of full payment, ownership of the agreed Deliverables transfers to the Client.

8.3 The Agency retains the right to display completed work in its portfolio, case studies, and marketing materials. The Client may request in writing prior to project completion that their project be kept confidential. This request must be made before the project is shared.

8.4 The Agency retains ownership of all underlying tools, processes, templates, methodologies, and working files used in creating the Deliverables. Only the final agreed outputs are transferred to the Client.

8.5 Font licences used in branding projects are the Client's responsibility to obtain for their own use beyond the scope of this project. The Agency will advise on licensing requirements at the point of delivery.

8.6 The client agrees not to:

- Use our website or products for unlawful purposes.
- Attempt to gain unauthorised access to any part of our systems.
- Upload or transmit malicious code or harmful content.
- Misrepresent our products or services in any way.

## 9. POST-LAUNCH SUPPORT

9.1 Post-launch support is included in the packages set out in Clauses 2.2, 2.3, 2.4, and 2.5 for the period stated.

9.2 Post-launch support covers minor technical fixes, small text amendments, and questions relating to the delivered website. It does not include new pages, new sections, redesigns, additional copywriting, new integrations, or anything that constitutes new work outside the original scope.

9.3 Support requests must be submitted in writing to [info@teddylennox.com](mailto:info@teddylennox.com). The Agency will respond within 3 working days.

9.4 Post-launch support is not a retainer. It expires at the end of the stated support period and does not roll over. Any work required after the support period ends will be quoted separately.

## 10. LIMITATION OF LIABILITY

10.1 The Agency's total liability to the Client under or in connection with these Terms shall not exceed the Project Fee paid.

10.2 The Agency shall not be liable for any indirect, consequential, or special loss, including loss of profit, loss of business, or loss of revenue, arising from the Services.

10.3 The Agency is not liable for the performance, ranking, or commercial success of any website or brand created under these Terms. SEO copywriting improves the technical foundation of a site but does not guarantee specific search rankings or business results.

10.4 Nothing in these Terms limits or excludes liability for death or personal injury caused by negligence, fraud, or any liability that cannot be excluded by law. Consumer statutory rights under the Consumer Rights Act 2015 are not affected.

## 11. DATA PROTECTION

11.1 Both parties agree to comply with their respective obligations under the UK GDPR and the Data Protection Act 2018.

11.2 The Agency will process personal data provided by the Client solely for the purpose of delivering the Services. Data will not be shared with third parties without consent, except where required by law.

11.3 The Agency's full Privacy Policy is available at [www.teddylennox.com/privacy-policy](http://www.teddylennox.com/privacy-policy).

## 12. DISPUTE RESOLUTION

12.1 In the event of a dispute, both parties agree to first attempt resolution through good faith written negotiation.

12.2 If unresolved within 14 days of written notice, either party may pursue the matter through the courts of England and Wales.

12.3 Consumer Clients retain the right to refer disputes to an appropriate alternative dispute resolution scheme.

## 13. GENERAL

13.1 **Entire Agreement.** These Terms and the project confirmation constitute the entire agreement between the parties and supersede all prior discussions and representations.

13.2 **Severability.** If any provision is found invalid or unenforceable, it shall be modified to the minimum extent necessary or severed, without affecting the remaining provisions.

13.3 **No Waiver.** Failure to enforce any right under these Terms does not constitute a waiver of that right.

13.4 **Notices.** All notices must be in writing and sent by email. Notices are deemed received the next working day after sending.

13.5 **Governing Law.** These Terms are governed by the laws of England and Wales. Both parties submit to the exclusive jurisdiction of the courts of England and Wales.

13.6 **Changes to These Terms.** We reserve the right to update these Terms & Conditions at any time. Continued use of our website or services after any changes constitutes your acceptance of the updated terms.

### ACCEPTANCE

By making payment in full at the point of booking, the Client confirms they have read these Terms of Engagement in full, understand them, and agree to be bound by them.

For questions before booking: [info@teddylennox.com](mailto:info@teddylennox.com) | [www.teddylennox.com](http://www.teddylennox.com)

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