

TEDDY LENNOX SOCIAL

Website Policies & Legal Documents

teddylennox.com

Effective Date: 11 April 2026

This document contains:

Privacy Policy

Terms & Conditions

Refund Policy

BUSINESS CONTACT

Teddy Lennox Social

www.teddylennox.com

1. Terms & Conditions

LAST UPDATED: 11 APRIL 2026

These Terms & Conditions govern your use of teddylennox.com and any services or digital products purchased from Teddy Lennox Social. By accessing our website or making a purchase, you agree to be bound by these terms. Please read them carefully before proceeding.

2. About Us

Teddy Lennox Social provides social media management services, web design, branding, and a digital template shop (including Canva templates, PDFs, and other downloadable products). Specific service terms are agreed upon through individual client proposals or contracts where applicable.

3. Eligibility

By using our website or purchasing our products, you confirm that you are at least 18 years of age (or have parental/guardian consent), and that you have the legal capacity to enter into a binding agreement.

4. Digital Products & Downloads

All digital products sold through Teddy Lennox Social — including Canva templates, PDF guides, and downloadable files — are for personal or commercial use as specified in each product listing.

Upon purchase, you will receive access to your digital product via a download link, email, or Canva share link.

Digital products are non-transferable and may not be shared, resold, or redistributed without our express written permission.

We reserve the right to revoke access if these terms are violated.

5. Canva Templates

Canva templates shared via link are subject to Canva's own Terms of Service. You are responsible for maintaining an active Canva account to access and edit shared templates. We are not affiliated with or responsible for Canva's platform, availability, or pricing changes.

You may customise templates for your own use or client work (unless stated otherwise).

You may not resell the original template or distribute it as your own product.

6. Services (Social Media Management, Web Design & Branding)

For ongoing or project-based services, a separate service agreement or proposal will be provided.

These Terms & Conditions apply in addition to any service-specific terms agreed upon. By engaging our services, you confirm you have read and agreed to both.

7. Intellectual Property

All content on teddylennox.com — including designs, copy, graphics, templates, and branding — is the intellectual property of Teddy Lennox Social unless otherwise stated. You may not reproduce, copy, or distribute our content without prior written consent.

Work created for clients during a service engagement remains the intellectual property of the client upon full payment, unless agreed otherwise in writing.

8. Acceptable Use

You agree 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. Disclaimers & Limitation of Liability

Our website and products are provided on an 'as is' basis. While we strive for accuracy and quality, we make no warranties — express or implied — regarding the completeness or fitness for a particular purpose of our content or products.

To the fullest extent permitted by law, Teddy Lennox Social shall not be liable for any indirect, incidental, or consequential loss arising from your use of our website, services, or digital products.

10. Third-Party Links

Our website may contain links to third-party websites (including Canva, payment processors, or social platforms). We are not responsible for the content, privacy practices, or reliability of any third-party sites.

11. Governing Law

These Terms & Conditions are governed by the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

12. 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.

13. Privacy Policy

LAST UPDATED: 11 APRIL 2026

At Teddy Lennox Social, your privacy matters. This Privacy Policy explains what personal information we collect, how we use it, and your rights in relation to it. By visiting teddylennox.com or purchasing from us, you agree to the practices described below.

14. Information We Collect

We may collect the following types of information:

Personal details you provide: name, email address, billing address, and any information submitted through contact or enquiry forms.

Purchase information: details related to orders for digital downloads, Canva templates, PDFs, or services.

Technical data: IP address, browser type, device information, and pages visited — collected automatically via cookies and analytics tools.

Communications: messages, emails, or any correspondence you send us.

15. How We Use Your Information

Your information is used to:

Process and fulfil your orders or service requests.

Send order confirmations, invoices, and relevant account communications.

Respond to enquiries and provide customer support.

Improve our website, services, and digital products.

Send marketing communications where you have opted in (you may unsubscribe at any time).

Comply with legal obligations.

We do not sell, rent, or trade your personal information to third parties.

16. Cookies & Analytics

We use cookies and tools such as Google Analytics to understand how visitors interact with our website. You can manage cookie preferences via your browser settings. Some features of the site may not function correctly if cookies are disabled.

17. Third-Party Services

We may use trusted third-party platforms to operate our business, including payment processors (e.g. Stripe, PayPal), email marketing tools, and website hosting services. These providers have their own privacy policies and we share only the minimum data required for them to perform their services.

18. Data Retention

We retain your personal data for as long as necessary to fulfil the purposes outlined in this policy, or as required by law. You may request deletion of your data at any time by contacting us.

19. Your Rights

Depending on your location, you may have rights including:

The right to access, correct, or delete your personal data.

The right to object to or restrict certain processing.

The right to data portability.

The right to withdraw consent at any time (where processing is based on consent).

To exercise any of these rights, please contact us at the details on the cover page.

20. Data Security

We take reasonable technical and organisational measures to protect your information from unauthorised access, loss, or misuse. However, no method of transmission over the internet is 100% secure.

21. Changes to This Policy

We may update this Privacy Policy periodically. The most current version will always be available on our website, and the effective date at the top will reflect any changes.

22. Refund Policy

LAST UPDATED: 11 APRIL 2026

At Teddy Lennox Social, we take great pride in the quality of our digital products and services. Due to the nature of digital goods, we operate a case-by-case refund policy as set out below.

23. Digital Products (Templates, PDFs, Canva Links, Downloads)

Because digital products are delivered instantly and cannot be 'returned' once accessed or downloaded, we do not offer automatic refunds on digital purchases.

However, we understand that issues can arise, and we handle each situation fairly. We will consider a refund or exchange in the following circumstances:

The product is significantly different from what was described or advertised.

The download link or Canva link is broken and we are unable to resolve the issue within a reasonable timeframe.

You were charged in error or there was a duplicate transaction.

You contact us before accessing, downloading, or using the product.

Refund requests will not be considered in the following circumstances:

You have already accessed, downloaded, or used the digital product.

You changed your mind after purchase.

You purchased the wrong product (please reach out before buying if you are unsure).

Technical issues related to your own device, software, or Canva account.

24. Services (Social Media Management, Web Design & Branding)

For service-based work, refund eligibility is assessed on a case-by-case basis, taking into account:

The stage of the project at the time of the request.

The amount of work already completed or delivered.

Any agreed milestones or payment schedule outlined in your service agreement.

Deposits are generally non-refundable once work has commenced, unless we are unable to deliver the agreed service.

25. How to Request a Refund

To request a refund or raise a concern, please contact us with the following information:

Your full name and email address used at checkout.

Your order number or proof of purchase.

A clear description of the issue and what outcome you are requesting.

We aim to respond to all refund requests within 3–5 business days. If approved, refunds will be issued to the original payment method and may take 5–10 business days to appear, depending on your bank or payment provider.

26. Chargebacks

If you initiate a chargeback without first contacting us to resolve the issue, we reserve the right to dispute the claim and provide evidence of product delivery. We ask that you reach out to us first — we are always happy to work towards a fair resolution.

27. Contact Us

For any questions about your purchase or this Refund Policy, please get in touch:

Teddy Lennox Social

www.teddylennox.com

These policies were last reviewed on 11 April 2026.