

Schedule B: Projects & Consultancy

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This Schedule applies when your Order is for a project: designing or developing a website or other digital product, consultancy, or an audit. It sits alongside our General Terms and the DPA.

B1. Scope and plan

B1.1 The Order sets out what we'll deliver, the price and the expected timeline.

B1.2 For design and development projects, we'll agree a project plan with you before we start building. It covers the content, features and structure of what we're making. For smaller projects, the Order serves as the plan. Everything we deliver is measured against the plan.

B1.3 Timelines are our best estimate. We'll keep you updated if anything changes, but dates aren't guaranteed unless the Order says a specific date is essential.

B2. Payment

B2.1 Unless the Order says otherwise, we invoice 50% before we start and the balance on completion. Larger projects may be split into milestone payments, as set out in the Order.

B2.2 Consultancy and other time-based work is invoiced monthly, for the time spent in the previous month.

B2.3 We make work live once all project invoices due by then have been paid.

B3. What we need from you

B3.1 You'll provide content, images, logos and other materials in the formats we ask for, and by the dates in the project plan.

B3.2 We reserve time in our schedule for your project. While it's running, we'll both reply to messages about it within 2 working days.

B3.3 If we don't hear from you for 5 working days, we may pause the project, invoice up to the end of the current milestone, and reschedule it for our next available slot.

B3.4 You'll nominate one person – named in the Order or provided on acceptance of a Quote – to act for you on the project. They'll give us instructions, consolidated feedback and approvals, including sign-off. We'll act only on instructions from them, and we may pass messages from anyone else to them rather than reply directly. If feedback is due within a time limit in this Schedule, it should come from them in a single, combined response. You can change the designated contact by informing us by email.

B4. Content and assets

B4.1 Copywriting and adding content are only included if they're in the Order. We're happy to quote for them separately.

B4.2 You buy and hold the licences for any stock images, fonts, premium plugins or other paid assets the project needs (General Terms 6.4). If you ask us to find them, the research time is chargeable.

B5. Feedback, changes and sign-off

B5.1 The Order sets out how you'll review work in progress, for example through a development site, shared designs or check-in calls.

B5.2 You're welcome to change your mind. Anything outside the agreed plan is a change. We'll confirm the cost and any effect on the timeline by email before starting it, and charge for it by quote or at our hourly rate.

B5.3 When a milestone or the finished work is ready, we'll ask you to review it against the plan. You have 5 working days to tell us about anything that doesn't match. We'll fix those points, and the work is then signed off.

B5.4 Work is also signed off if you don't respond within that time, or if you start using it live.

B5.5 Some work can't be judged just by using the site, such as database, performance or infrastructure changes. For that work, the Order sets out the tasks that will be completed and/or measurements required for success, for example benchmark results or specific tests. When the work is ready, we'll send you a short report of the results against those measures. The work is signed off once it meets them, or under B5.3 and B5.4 if you don't respond.

B6. Browsers and devices

B6.1 We test on current versions of the major browsers (Chrome, Safari, Edge and Firefox) and on current iOS and Android devices.

B6.2 We build using progressive enhancement. Content and core features work for everyone, while newer browsers get extra refinements. So a site may look slightly different from one browser to another, and that's by design.

B7. Launch and hosting

B7.1 If we host your site, launching it is part of the project, and Schedule A applies from launch.

B7.2 If you host elsewhere, we'll set the site up once on your hosting. After that, the hosting and updates are your responsibility, unless you take out a support arrangement with us.

B7.3 Email accounts and mailboxes aren't part of any project or hosting arrangement with us. Wherever your site is hosted, they stay with your email provider.

B7.4 Redirects from an old website and search engine migration work are only included if they're in the Order.

B8. After launch

B8.1 For 30 days after launch or sign-off, we'll fix defects in our work free of charge, in line with General Terms 4.5.

B8.2 After that, fixes, changes and upgrades are charged at our hourly rate, or covered by a hosting plan where it says so.

B8.3 We don't guarantee search rankings, traffic or conversions. We build sites that are accessible to search engines and follow good practice.

B9. Ownership

B9.1 Once you've paid all project invoices in full, we transfer to you the intellectual property in the work we created specifically for you: designs, custom code and any content we wrote. Until then, you have a licence to use it for the project.

B9.2 We keep Our Materials (General Terms 9.2) and any design concepts or options you didn't choose.

B9.3 Third-party software and assets remain under their own licences.

B9.4 After final payment, we'll hand over the site files and code on request. We don't keep project files for more than 90 days after completion. If any materials are important to you, you should keep secure copies yourself.

B10. Consultancy and audits

B10.1 Our advice and reports are based on the information available to us at the time, given with reasonable care and skill. Decisions about what to do with them are yours.

B10.2 We don't guarantee particular results, for example specific savings, scores or rankings.

B10.3 Reports are for your own business use. You can share them with your advisers and suppliers, but you must get our written agreement before publishing them. We won't refuse without good reason.

B11. Showing our work

B11.1 We may show the finished work in our portfolio, case studies and social posts, unless it's confidential or you ask us not to.

B11.2 We may add a small credit link in your site's footer. You can ask us to remove it at any time.

B12. Pausing or cancelling

B12.1 You can pause a project by giving us 7 days' notice by email. We'll invoice up to the end of the current milestone and reschedule the project for our next available slot. We may decide to re-quote for a project paused for more than 60 days.

B12.2 You can cancel a project at any time by email. Your deposit secures your place in our schedule and is non-refundable. If you cancel after work has started, you'll also pay:

- for work up to the end of the current milestone, and any costs we can't recover; and

- 30% of the remaining project fee, to cover time we've reserved for you. We'll reduce this if we're able to fill that time with other work.

B12.3 If you're unhappy with the direction of a project, tell us in writing and give us 10 working days to put it right. If you're still not satisfied, either of us can end the project on the terms in B12.2, except that the 30% reserved-time charge doesn't apply.

B13. Working with others

B13.1 Neither of us is exclusive to the other. We work with other clients, and you're free to hire other suppliers.

B13.2 Please tell us before bringing another supplier into a project we're working on, so we can coordinate. We're not responsible for their work (General Terms 10.8).