

Payment & Refund Terms

Wayne Scott-Fox

Effective Date: May 2026

These Payment & Refund Terms govern all projects and services provided by Wayne Scott-Fox. By engaging our services, you agree to these terms.

1. Project Pricing and Quotations

All project pricing is provided in detailed written quotations. Quotations are valid for 30 days from the date of issue. Once accepted, the agreed price forms the basis of the project scope.

Prices are exclusive of VAT unless otherwise stated.

2. Deposits and Upfront Payments

A deposit of 50% of the total project value is required to commence work. This deposit is non-refundable once work has begun.

For smaller projects or ongoing support, full payment upfront may be required.

3. Invoice Terms

Invoices are issued upon project milestones or completion of agreed stages. Payment is due within 7 days of the invoice date unless otherwise agreed in writing.

4. Payment Deadlines and Methods

Payments must be made via bank transfer to the account details provided on the invoice. We also accept card payments through secure gateways where available.

5. Late Payment Handling

Late payments may incur interest at 8% per annum above the Bank of England base rate, in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

We reserve the right to suspend work on any project with overdue invoices until payment is received.

6. Scope Changes and Additional Charges

Any changes to the agreed scope must be confirmed in writing. Additional work will be quoted separately and invoiced accordingly.

7. Revisions

Our standard offering includes up to two rounds of revisions per design stage. Additional revisions will be charged at our standard hourly rate of £85 per hour.

8. Project Cancellation

You may cancel a project at any time by providing written notice. However, you remain liable for payment for all work completed up to the point of cancellation.

Deposits are non-refundable once work has commenced.

9. Refunds

Due to the custom nature of digital services such as website design, branding, and SEO setup, refunds are generally not provided for completed or approved work.

Refunds may be considered on a case-by-case basis for uncommenced portions of work, at our sole discretion.

10. Paused or Inactive Projects

If a project becomes inactive for more than 30 days due to client non-response, we may pause work. Restarting a paused project may incur a reactivation fee of 10% of the remaining project value.

Projects inactive for over 90 days may be closed, with any paid but uncompleted work non-refundable.

11. Handover and Ownership

Full ownership and transfer of project files, website access, and related assets occurs only after receipt of full and final payment.

You may not use or publish any delivered work until full payment has been received.

12. Chargebacks and Disputes

You agree not to initiate chargebacks or payment disputes without first attempting to resolve any issues directly with us. Unjustified chargebacks may result in legal action to recover funds plus costs.

13. Liability Limitations

Our liability in relation to refunds or project issues is limited to the value of the specific project. We are not liable for indirect losses.

14. Governing Law

These terms are governed by the laws of England and Wales. Any disputes will be subject to the exclusive jurisdiction of the English courts.