

Project Delivery Terms

Wayne Scott-Fox

Digital Solutions for Independent Businesses

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These Project Delivery Terms outline how Wayne Scott-Fox works with clients on website design, branding, SEO, and digital projects. They are designed to ensure clear expectations, smooth delivery, and successful outcomes for both parties.

1. About Wayne Scott-Fox

Wayne Scott-Fox is a UK sole trader specialising in practical digital solutions for small businesses, independent professionals, creators, and growing brands. Services include website design, branding support, local SEO setup, Google Business optimisation, automation, platform builds, AI-assisted workflows, and ongoing digital systems support.

2. Project Scope and Deliverables

The scope of each project will be clearly defined in the project proposal or quote. Deliverables are limited to what is explicitly agreed in writing. Any additional features or changes outside this scope will be treated as new work and may incur additional costs.

3. Client Responsibilities

To ensure timely delivery, clients are expected to:

- Provide all necessary content, images, branding assets, and access details promptly
- Respond to requests for feedback and approvals within the agreed timeframe (typically 5 business days)
- Ensure all provided materials are accurate, legal to use, and do not infringe third-party rights
- Maintain regular communication throughout the project

4. Materials and Access

Clients must provide login details, hosting access, domain control, and any required third-party platform permissions at the start of the project. Delays in providing access may impact project timelines.

5. Communication Expectations

Primary communication will be via email or our preferred project management tool. We aim to respond to messages within 1-2 business days. For urgent matters, please call during standard UK business hours.

6. Timelines and Delivery Estimates

All timelines are estimates based on the agreed scope and assume timely client input. Actual delivery may vary due to factors such as client response times, third-party platform issues, or unforeseen complexities. We will keep you updated on progress.

7. Revisions and Revision Limits

Each project phase includes a reasonable number of revisions (typically up to two rounds per deliverable unless otherwise agreed). Additional revisions may be charged at the standard hourly rate. Major scope changes will require a separate quote.

8. Approvals and Sign-off

Client approval is required at key project milestones. Once approved in writing, changes to that stage may incur additional costs. Final sign-off confirms acceptance of the deliverables as completed.

9. AI-Assisted Workflows

Where appropriate, we may use AI tools to support design, content generation, or automation. All AI-assisted outputs are reviewed and refined by hand. AI tools have limitations, and final results depend on human oversight and client input.

10. Third-Party Platforms and Dependencies

Many projects rely on third-party services such as hosting providers, website builders, SEO tools, or payment gateways. We are not responsible for changes, outages, or policy updates by these providers that may affect your project or ongoing operations.

11. Delays

If client feedback or materials are delayed beyond 10 business days, the project may be paused. We will notify you and resume once input is received. Prolonged delays may result in re-quoting for remaining work.

12. Paused or Inactive Projects

Projects inactive for more than 30 days may be considered paused. Reactivation may require a review of scope and potentially updated costs. We reserve the right to close inactive projects after reasonable notice.

13. Project Completion and Handover

Upon final approval, we will provide handover materials including login details, documentation, and training as agreed. The project is considered complete once sign-off is received and handover is provided.

14. Post-Handover Responsibility

After handover, the client is responsible for managing their website, content updates, security, backups, and compliance. We are happy to provide ongoing support under a separate maintenance agreement.

15. Ongoing Support Limitations

Initial project support is limited to 30 days post-handover for minor fixes within the original scope. Extended support is available via monthly retainer or ad-hoc hourly rates.

16. No Guaranteed Outcomes

While we work to high standards, we cannot guarantee specific results such as search engine rankings, traffic volumes, or business growth. SEO and digital marketing involve many variables outside our control.

17. Liability Limitations

Our liability is limited to the total fees paid for the project. We are not liable for indirect losses, data issues on third-party platforms, or issues arising after handover.

18. Termination

Either party may terminate the project with written notice. You will be invoiced for work completed up to the termination date. Any advance payments for uncompleted work will be refunded less reasonable costs incurred.

19. Governing Law

These terms are governed by the laws of England and Wales.

By engaging Wayne Scott-Fox for your project, you agree to these Project Delivery Terms.