

TERMS & CONDITIONS

Last updated: 1 September 2026

These Terms & Conditions apply to services supplied by Kerriveo. They are intended to make the working relationship clear, fair and transparent. The individual quotation, proposal, invoice or written service agreement provided for a project forms part of the agreement and should be read alongside these terms.

1. Services

Kerriveo provides services including website design and editing, digital support, business set-up, branding, social media support, Google Business Profile support, SEO and optimisation, content creation, booking/eCommerce set-up and related digital services.

The exact work included, price and any agreed timescale will be confirmed in writing before work begins. Anything outside the agreed scope may be quoted and charged separately.

2. Quotes & Prices

Quotes are based on the information available when they are prepared. If the client changes the requirements or requests additional work, Kerriveo will explain any additional charge before carrying out that extra work wherever reasonably possible.

Third-party costs such as domains, hosting, premium apps, advertising spend, payment-provider fees, booking software or other external subscriptions are not included unless specifically stated.

3. Deposits & Payments

Where a deposit is requested, the amount and payment terms will be confirmed before work begins. A deposit reserves project time and contributes towards initial administration and work.

Any statement that a deposit is non-refundable is subject to the client's statutory rights and applicable consumer law. If a client cancels, Kerriveo may retain or charge only amounts that it is lawfully entitled to retain or recover, taking account of work performed, costs incurred and any direct loss caused by the cancellation.

Remaining balances are payable in accordance with the invoice or agreed payment schedule. Kerriveo may pause work or withhold final handover where an undisputed payment is overdue, provided doing so is lawful and reasonable in the circumstances.

4. Consumer Cancellation Rights

If a client is acting as a consumer and enters into a contract online, by telephone or otherwise at a distance, statutory cancellation rights may apply. Where applicable, the client will normally have 14 days from entering into the service contract to cancel without giving a reason.

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If the client expressly asks Kerriveo to begin providing a service during an applicable 14-day cancellation period, the client may be required to pay a proportionate amount for work properly completed up to the time of cancellation.

If the requested service is fully performed during the cancellation period after the client's express request and acknowledgement where legally required, the statutory right to cancel may end once the service has been fully performed.

Nothing in these Terms & Conditions removes or limits any statutory cancellation or consumer rights that cannot lawfully be excluded.

5. Client Information & Responsibilities

The client agrees to provide accurate information, content, feedback, approvals and access reasonably required for the project.

The client is responsible for checking names, contact details, prices, services, addresses, opening hours, spelling and other business information before final approval or publication.

Delays in providing information, content, payment, access or approval may affect the completion date.

6. Account Access & Security

Where account access is needed, Kerriveo will use official administrator, collaborator, partner or invitation features where reasonably available.

Clients should not submit passwords, bank/card details or one-time verification/security codes through Kerriveo's customer forms.

The client authorises Kerriveo to make the agreed changes to accounts and platforms for which access has been granted. The client remains responsible for maintaining account security and removing access when appropriate after the work is complete.

7. Content, Images & Intellectual Property

The client confirms that they own, or have permission or another lawful right to use, all text, photographs, videos, logos, music, graphics, reviews, trademarks and other materials supplied to Kerriveo.

The client is responsible for claims arising from materials they supplied where Kerriveo used those materials in accordance with the client's instructions, except to the extent Kerriveo knew or reasonably should have known that the use was unlawful.

Kerriveo may refuse to use material that appears unlawful, misleading, discriminatory, defamatory or likely to infringe another person's rights.

8. Ownership of Kerriveo Work

Unless otherwise agreed, the client may use final bespoke work created and paid for as part of their business once all amounts due for that work have been paid.

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Third-party assets, stock content, fonts, templates, software, platform components and licensed materials remain subject to their own licence terms and are not transferred to the client merely because they appear within a project.

Kerriveo retains ownership of its pre-existing methods, templates, know-how, systems and reusable materials unless expressly agreed otherwise in writing.

9. Revisions & Changes

The number or scope of revisions included will be stated in the quotation or service description where applicable. Reasonable corrections required to deliver the agreed work will be dealt with appropriately.

New features, substantial redesigns, repeated changes after approval, or work outside the original brief may be treated as additional work and quoted separately.

10. Project Timescales

Any completion date is based on the project information available and the client's timely cooperation. Kerriveo will use reasonable care to meet agreed timescales but cannot guarantee a date where delays arise from client action, third-party platforms, outages or circumstances outside Kerriveo's reasonable control.

If no fixed completion date has been agreed, services will be provided within a reasonable time.

11. Third-Party Platforms

Kerriveo may use or work with third-party services including Wix, Google, Meta/Facebook, Instagram, Canva, TikTok, domain providers, hosting providers, booking systems and payment providers.

These platforms control their own availability, policies, pricing, algorithms and technical operation. Kerriveo is not responsible for a third party's independent acts or failures, but this does not exclude responsibility for Kerriveo's own failure to exercise reasonable care and skill when providing its service.

12. Google, SEO & Social Media Results

Kerriveo will provide agreed digital and optimisation services with reasonable care and skill. However, no specific Google position, website traffic level, social reach, follower count, enquiry volume, booking level, sales figure or revenue result is guaranteed unless expressly stated otherwise in writing.

Results can be affected by competition, algorithms, advertising, customer demand, location, pricing and other matters outside Kerriveo's control.

13. Website & Digital Handover

On completion and payment, Kerriveo will provide the agreed handover, transfer or access appropriate to the service purchased.

After handover, the client is responsible for ongoing subscriptions, renewals, security, content updates and maintenance unless ongoing support has been purchased from Kerriveo.

14. Ongoing & Monthly Services

Where a monthly or ongoing service is purchased, the price, included work, billing frequency and any minimum commitment or notice period will be stated before the service begins.

Kerriveo will not impose an undisclosed automatic renewal or excessive cancellation requirement. Any recurring arrangement will remain subject to applicable consumer and subscription-contract law.

15. Pausing or Ending a Project

Kerriveo may pause work where information, access, approval or an undisputed payment reasonably required to continue has not been provided.

Kerriveo may end a project for a serious reason, including unlawful requests, abusive or threatening conduct, repeated material non-payment, or a serious breach of the agreement, after reasonable notice where appropriate.

If Kerriveo ends a project where the client is not at fault, any refund or amount due will be assessed fairly according to work completed, sums paid and the client's statutory rights.

16. Refunds

Refunds and cancellations are assessed according to the type of service, work already carried out, costs incurred, the reason for cancellation and applicable law.

Kerriveo's separate Refund Policy provides further information. The Refund Policy does not override statutory consumer rights.

17. Portfolio & Marketing

Kerriveo may ask to display completed work in its portfolio, website or social media. Where permission or another lawful basis is required for identifiable client material, it will be obtained or relied upon appropriately.

A client who does not want their work featured should tell Kerriveo.

18. Privacy & Confidentiality

Personal information will be handled in accordance with Kerriveo's Privacy Policy and applicable UK data-protection law.

Kerriveo will treat non-public client information with appropriate confidentiality, subject to disclosures reasonably required to provide the service or required by law.

19. Liability & Statutory Rights

Kerriveo does not exclude or limit liability where it would be unlawful to do so, including liability that cannot legally be excluded under consumer law.

Where the client is a consumer, services must be provided with reasonable care and skill and other statutory rights may apply.

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Nothing in these Terms & Conditions affects rights or remedies provided by law.

20. Complaints

If a client is unhappy with a service, they should contact Kerriveo as soon as reasonably possible with details of the concern. Kerriveo will aim to review the issue and seek a fair resolution.

This does not affect any right the client may have to use another complaint, dispute-resolution or legal process.

21. Changes to These Terms

The version of these Terms & Conditions provided or made available when a client enters into an agreement will apply to that agreement unless a lawful change is later agreed.

Kerriveo may update its standard terms for future work to reflect changes to services, platforms or law. The latest general version may be published on the Kerriveo website.

22. Governing Law

These Terms & Conditions are governed by the applicable law of England and Wales, subject to any mandatory consumer protections that apply to the client based on their circumstances or location.

Client Agreement

A client may be asked to confirm separately that they have read and accepted these Terms & Conditions before work begins. Acceptance may be recorded electronically or in writing. Any statutory rights continue to apply regardless of that confirmation.

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