



Fulfilment Policy

Communication & Updates

- Primary channels: email and scheduled calls; optional WhatsApp for quick coordination.
- We provide a monthly strategy/review touchpoint for subscription services.

Scoping & Dependencies

- Each engagement has an Order/SOW detailing deliverables, milestones, timelines and assumptions.
- Client delays or scope changes may shift delivery dates.

Quality Assurance

- Internal peer review, brand checklists and sign-off gates.
- For campaigns and websites we run standard pre-launch checks (links, forms, tracking as specified).
- Performance outcomes (eg, ad results) are influenced by many external factors; we do not guarantee specific results.

Handover & Access

- We prefer client-owned assets (ad accounts, domains, CRMs) with appropriate access granted to us.
- On completion/termination, access is removed and final Deliverables are provided per clause 6 (IP) once invoices are settled.

Third-Party Platforms

- We may recommend third-party tools (hosting, schedulers, ad platforms). You remain the customer of those tools unless otherwise agreed. Their SLAs and terms apply.

Payment Terms

- **Full payment is required in advance before any work begins**, unless otherwise agreed in writing between us and you in exceptional circumstances.