



TERMS AND CONDITIONS

BiFrost Digital Agency

Last Updated: May 7, 2025

1. INTRODUCTION

These Terms and Conditions ("Terms") govern the relationship between BiFrost Digital Agency ("we," "our," or "the Agency") and its clients ("you," "your," or "the Client") for all digital marketing and related services.

2. SERVICES

2.1. Service Packages

The Agency offers various digital marketing services, including but not limited to:

- Social media management
- Content creation
- Video production
- Ad campaign management
- Analytics consultancy

2.2. Service Delivery

- Content creation typically requires approximately one week turnaround time
- All content undergoes internal quality control before publication
- Service packages are delivered as outlined in the agreed service agreement

2.3. Results and Guarantees

- While we strive to deliver the best possible results, the Agency does not guarantee specific outcomes, metrics, or performance results
- Digital marketing results can vary based on numerous factors outside our control, including but not limited to: market conditions, competition, platform algorithm changes, and client industry
- The Agency does not offer performance-based pricing models
- Past results are not indicative of future performance

3. PAYMENT TERMS

3.1. Pricing

- Prices are as specified in the current service packages and custom quotes
- All prices are in British Pounds Sterling (£)



- Prices may be subject to change with notice

3.2. Payment Schedule

- Monthly services are billed in advance
- Ad campaign management fees: 15% of ad spend or fixed rate as agreed
- One-off services require payment before delivery

4. CANCELLATION AND TERMINATION

4.1. Cancellation Policy

- Clients may cancel services at any time
- All outstanding payments must be settled before cancellation
- Upon cancellation, the Agency will remove access to client accounts
- No refunds will be issued for partially used services

5. INTELLECTUAL PROPERTY

5.1. Content Ownership

- Content created during the service period is jointly owned by the Agency and the Client
- The Agency reserves the right to use created content for portfolio purposes
- Client-provided materials remain the property of the Client

6. DATA PROTECTION AND PRIVACY

6.1. Data Handling

- The Agency adheres to GDPR and UK data protection regulations
- Client data is handled according to our Privacy Policy
- Secure data handling protocols are maintained for all client information

7. CLIENT RESPONSIBILITIES

7.1. Client Obligations

- Provide accurate and timely information
- Maintain active communication
- Provide necessary access to accounts and platforms
- Review and approve content within agreed timeframes

8. SERVICE LIMITATIONS



8.1. Geographic Service Areas

- Digital services available nationwide and globally

8.2. Service Capacity

- The Agency maintains a maximum capacity of 10 new clients per month
- Service quality and delivery times may vary based on current client load

9. LIABILITY

9.1. Limitation of Liability

- The Agency is not liable for indirect or consequential losses
- Total liability is limited to the amount paid for services
- The Agency is not responsible for third-party platform changes or limitations

10. CONFIDENTIALITY

10.1. Confidential Information

- Both parties agree to maintain the confidentiality of business-sensitive information
- Confidentiality obligations survive service termination

11. MODIFICATIONS

11.1. Terms Modifications

- The Agency reserves the right to modify these terms
- Clients will be notified of significant changes
- Continued use of services constitutes acceptance of modified terms

12. GOVERNING LAW

These Terms are governed by the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

13. CONTACT INFORMATION

For any questions regarding these Terms, please contact BiFrost Digital Agency.

By engaging our services, you acknowledge that you have read, understood, and agree to these Terms and Conditions.