

## Terms & Conditions

Effective Date: [09.09.2025]

These Terms & Conditions (“Terms”) govern your use of the website [flowbright.co.uk] (“Website”), operated by [FlowBright] (“Company,” “we,” “our,” or “us”). By accessing or using our Website, purchasing digital products, or requesting customisation services, you agree to these Terms.

### 1. Privacy Policy

We respect your privacy.

#### Information We Collect

- Personal details you provide (name, email, payment details).
- Technical data (cookies, analytics, IP address).
- Content you provide when requesting customisation services.

#### How We Use Your Information

- To process payments and deliver digital templates.
- To provide customisation services.
- To respond to inquiries.
- To comply with legal requirements.

#### Sharing of Data

We do not sell personal data. We may share it with trusted service providers (payment processors, hosting, analytics) or if required by law.

#### Your Rights

Depending on your location, you may request access, correction, or deletion of your data by emailing [hello@flowbright.co.uk].

### 2. Products & Services

- We sell advice, digital templates, and scheduling tools.
- We also offer paid customisation services upon request.

### 3. Licensing & Intellectual Property

- All advice, templates, tools, and materials are the property of [FlowBright].
- Purchases grant you a limited, non-transferable license for personal or business use.
- You may not redistribute, resell, or claim the templates as your own.
- Unauthorised use may result in termination of access and legal action.

### 4. Payments

- Payments must be made in full before digital products or services are delivered.
- Prices are displayed on the Website and may change without notice.

### 5. Refund & Cancellation Policy

#### Digital Products:

- All sales are final.
- No refunds after digital files have been downloaded or accessed.

#### **Customization Services:**

- Payment is required in advance.
- Refunds are not available once work has started.
- If cancellation occurs before work begins, a full refund may be issued.
- Revisions are limited to [1] round; additional revisions may incur extra charges.

### **6. Customization Service Agreement**

**Scope of Work:** Customisation will be based on client-provided content and agreed scope.

**Delivery:** Work will be delivered within the agreed timeframe; delays due to client-provided content are not our responsibility.

**Ownership:** We retain rights to the template framework; clients retain rights to their own customised content.

**Termination:** Either party may terminate for breach; no refunds after work begins.

### **7. Cookie Policy**

We use cookies to improve your experience.

#### **Types of Cookies:**

- Essential (site functionality).
- Analytics (understanding site use).
- Preferences (saving settings).

You may disable cookies in your browser. Some site features may not function properly.

EU/UK users: We request consent for non-essential cookies via our cookie banner.

### **8. Disclaimer**

- Advice, templates, and tools are for informational and organisational purposes only.
- We do not guarantee business results or outcomes.
- We are not responsible for missed appointments, scheduling errors, or losses caused by template use.
- Customisation services are based on information you provide; we are not liable for inaccuracies in client-submitted content.

### **9. Limitation of Liability**

To the fullest extent permitted by law, [FlowBright] shall not be liable for any indirect, incidental, or consequential damages arising from use of our Website, products, or services.

### **10. Governing Law**

These Terms are governed by the laws of [The United Kingdom]. Disputes shall be resolved in the courts of [The United Kingdom].

### **11. Contact Information**

For questions about these Terms, email us at [hello@flowbright.co.uk].