

# Terms and Conditions

## 1 Introduction

- 1.1 These Terms and Conditions (“Terms”) set out the basis on which Your Desk Buddy (“we”, “us”, “our”) provides digital services and content to you, the customer (“you”, “your”).
- 1.2 By using our services, website, or by entering into a subscription or one-off agreement with us, you agree to be bound by these Terms. Please read them carefully before using our services.

## 2 Information About Us

- 2.1 Your Desk Buddy is a service operated by Joanne Grundy, Sole Trader.
- 2.2 You can contact us at [help@yourdeskbuddy.co.uk](mailto:help@yourdeskbuddy.co.uk).

## 3 Nature of Services

- 3.1 We provide digital productivity support, written content, administrative assistance, and related services delivered via digital means.
- 3.2 We do not provide legal, financial, or medical advice. Any guidance or material supplied should be considered general information only, not a substitute for professional advice.
- 3.3 You are responsible for ensuring that any materials we produce on your behalf are accurate and suitable before relying on or publishing them.

## 4 Orders and Contract Formation

- 4.1 Your request for services constitutes an offer to engage us.
- 4.2 A legally binding contract is formed once we confirm acceptance in writing (for example, by email).
- 4.3 We reserve the right to refuse service at our discretion.

## 5 Pricing and Payment

- 5.1 Prices are displayed on our website or confirmed directly with you. VAT is not currently applicable.
- 5.2 Payment is required in advance unless otherwise agreed.
- 5.3 We accept payment by bank transfer.

## 6 Digital Content and Delivery

- 6.1 Services and content are delivered digitally (for example, via email, shared documents, or online platforms).
- 6.2 Delivery times will be agreed with you in advance. While we make every effort to meet deadlines, time is not of the essence in our contracts unless expressly agreed.

## 7 Consumer Cancellation Rights

- 7.1 If you are a consumer, you may have the right to cancel under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

7.2 For digital content, once delivery has begun with your express consent, you lose your right to cancel.

7.3 If you cancel before delivery or work has begun, you may be entitled to a refund.

## **8 Refunds and Service Issues**

8.1 If our service is faulty, not as described, or fails to meet the agreed specification, you are entitled to remedies under the Consumer Rights Act 2015.

8.2 Refunds (where applicable) will be made using the same payment method you used.

## **9 Intellectual Property**

9.1 All intellectual property rights in our website, branding, and original materials remain owned by us.

9.2 Unless otherwise agreed, you will own the rights to any bespoke written content, reports, or documents created specifically for you once payment has been made in full.

## **10 Limitation of Liability**

10.1 Nothing in these Terms excludes liability for death or personal injury caused by negligence, fraud, or any liability which cannot be excluded under UK law.

10.2 Subject to clause 10.1, our total liability arising under or in connection with our services is limited to the amount you paid for the service.

10.3 We are not liable for indirect or consequential loss, including lost profits, opportunity, or data.

## **11 Data Protection**

11.1 We process personal data in accordance with the UK GDPR and the Data Protection Act 2018. Please see our [Privacy Policy](#) for more information.

11.2 You remain responsible for ensuring that any data you share with us is lawfully collected and disclosed.

## **12 Governing Law and Jurisdiction**

12.1 These Terms are governed by the laws of England and Wales.

12.2 Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.