

# 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.