



Terms & Conditions of Service

Let's keep things simple – here's how we work.

We believe in straight-talking, no-fluff marketing. That goes for how we do business too. By working with No Fluff Communications, you're agreeing to the terms below.

1. Quotes & Proposals

All quotes are valid for 30 days unless we've agreed otherwise in writing. If you'd like to go ahead after that, we may need to review and refresh the costs based on current rates or project scope.

2. Payment Terms

We're big on clarity, especially when it comes to money. Here's how it works:

- Retainer clients are invoiced on the 1st of each month. Payment is due within 14 or 30 days – whatever we've agreed in your contract.
- Project work typically requires a 50% deposit upfront and the remaining 50% on completion (unless we've agreed a different structure in writing).
- All fees are exclusive of VAT.
- Reasonable expenses like travel, parking, or overnight stays may be billed separately – but we'll always agree these with you in advance.

Payment should be made via bank transfer using the details provided on your invoice. Please pay invoices within the agreed terms – nobody likes chasing.

3. Working Together

We'll agree on a clear brief before we start. If anything changes along the way, just let us know – we're flexible, but we need to manage time, budget and expectations on both sides.

We'll deliver work using our expertise, experience, and best judgment. We'll keep you in the loop with updates and expect the same in return.

Good communication = good results.

4. Ownership & Copyright

Once full payment has been received, the work we've created for you (like words, visuals, or plans) is yours to use as agreed. Until then, it remains the property of No Fluff Communications.

We reserve the right to showcase completed work in our portfolio, on social media, or for award entries – unless you tell us otherwise in writing.

5. Confidentiality

We'll keep your business info confidential, and we expect the same courtesy. If we're handling sensitive material, let us know, and we'll treat it accordingly.

6. Cancellation & Rescheduling

We get it – things change. We require a minimum of 7 days' notice to cancel or reschedule project work once confirmed. Deposits are non-refundable if work has already started. We'll invoice for any time or costs incurred to date.

If you ghost us (i.e., no contact for 30+ days), we'll assume the project is paused. We'll invoice for work done to date, and you may lose your spot in our schedule.

For retainer agreements, cancellation terms are as outlined in your signed contract. Please refer to that document for full details.



7. Liability

We do our absolute best to get everything right and deliver great work – but we can't accept liability for how it's used once it leaves our hands. If you're working with a legal, financial or regulatory body, we recommend having your final materials reviewed before use.

8. Insurance

We carry public liability and professional indemnity insurance – because that's just good practice. Happy to provide proof on request.

9. Data Protection

We're registered with the ICO and follow UK data protection law. For full details on how we collect, use, and protect your data, see our Privacy Policy [insert link to page].

10. Changes to These Terms

We may update these Terms & Conditions from time to time. If we do, we'll publish the changes on our website. The version in effect at the time of your project or contract applies.

Questions?

If you're unsure about anything in these terms, just ask.
We'd much rather talk it through than leave anything unclear.

No Fluff Communications

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