
Terms of Business

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This document sets out the standard Terms of Business that govern the services provided by Matter Solutions to its clients. By accepting a proposal, signing an agreement, or making a payment for our services, you agree to these Terms of Business.

1. Services

Matter Solutions provides digital marketing services including but not limited to Search Engine Optimisation (SEO), Google Ads Management, Facebook Advertising, WordPress Web Design, Website Hosting & Security, and Website Maintenance ("Services"). The specific scope of Services will be detailed in individual proposals or agreements.

2. Engagement

An engagement begins when a client accepts a proposal, signs an agreement, or makes a payment for Services. By engaging Matter Solutions, you agree to these Terms of Business.

3. Fees and Payment

Fees for Services are outlined in individual proposals. Unless otherwise stated, fees are payable in advance. All prices are in Pounds Sterling (GBP) and are exclusive of VAT unless stated otherwise. Late payments may incur additional charges.

4. Client Responsibilities

Clients are responsible for providing timely access to materials, content, accounts, and approvals necessary for the delivery of Services. Delays caused by the client may impact timelines and may incur additional fees.

5. Intellectual Property

Upon full payment, clients own the deliverables created specifically for them (e.g. website designs, content). Matter Solutions retains ownership of its proprietary tools, frameworks, and methodologies including Matter Kit.

6. Confidentiality

Both parties agree to keep confidential any proprietary or sensitive information disclosed during the engagement. This obligation survives termination of the agreement.

7. Limitation of Liability

Matter Solutions' total liability for any claim arising from Services shall not exceed the fees paid by the client for those specific Services. Matter Solutions is not liable for indirect, consequential, or incidental damages.

8. Termination

Either party may terminate an ongoing engagement with 30 days written notice. Upon termination, the client is responsible for payment of all Services rendered up to the termination date.

9. Third-Party Services

Matter Solutions may use third-party tools and platforms (e.g. Google, Meta, hosting providers) in delivering Services. Matter Solutions is not responsible for changes, outages, or policy changes by third-party providers.

10. Governing Law

These Terms are governed by the laws of England and Wales. Any disputes shall be resolved in the courts of England and Wales.

Contact

For questions about these Terms of Business, please contact us at hello@mattersolutions.co.uk or visit www.mattersolutions.co.uk.