

Carrot Top Marketing – Terms and Conditions

Effective Date: 22nd July 2025

Company Name: Carrot Top Marketing Ltd.

Registered Address: 6 Cadnam Rd, Southsea, Portsmouth, PO4 9JT

Email: hello@carrotopmarketing.co.uk

ICO Registration: ZB812793

VAT Number: 439297944

1. Agreement

These Terms and Conditions ("Terms") govern all services provided by Carrot Top Marketing Ltd. ("We", "Us", "Our") to any client ("You", "Your"). By commissioning or using our services, you agree to be bound by these Terms.

2. Services

We offer a range of marketing services including but not limited to:

- Digital marketing campaigns
- Social media management
- Branding and design
- Lead Generation
- Website design and SEO
- Marketing consultancy and strategy

Specific services and deliverables will be detailed in a written quote, proposal, or agreement.

3. Quotations & Contracts

All quotes are valid for 30 days unless stated otherwise.

Acceptance of a quote or commencement of work constitutes agreement to these Terms.

Any additional work beyond the agreed scope will be quoted separately and/or charged accordingly.

4. Fees, Invoicing & Late Payment

All fees are exclusive of VAT unless otherwise specified.

A 50% deposit may be required before work begins.

Final payment is due within 14 days of the invoice date.

Late Payment Charges:

- Interest of 8% above the Bank of England base rate, calculated daily, will be charged on overdue balances.

- A fixed admin fee will also apply:

£40 for debts under £1,000

£70 for debts between £1,000–£10,000

£100 for debts over £10,000

We reserve the right to suspend work or withhold deliverables until all outstanding balances are settled.

5. Client Responsibilities

You agree to provide all necessary information, content, access, and approvals in a timely manner.

Delays caused by client-side inaction may impact timelines and incur additional costs.

6. Intellectual Property

Upon full payment, ownership of final deliverables is transferred to you.

We retain the right to showcase work for promotional purposes unless otherwise agreed in writing.

All preliminary designs, drafts, and unused concepts remain our property.

7. Revisions & Feedback

You are entitled to two rounds of revisions per project.

Additional revisions will be charged at our standard hourly rate.

All feedback must be provided in writing (email sufficient).

8. Cancellations & Termination

Either party may terminate the agreement with 14 days' written notice.

You will be invoiced for all work completed up to the termination date, including non-refundable third-party costs.

We reserve the right to cancel services immediately if you breach these Terms, fail to pay, or engage in abusive or unethical behaviour.

9. Confidentiality

Both parties agree to keep confidential any sensitive or proprietary information received during the course of the project.

This obligation remains in effect even after the project concludes.

10. Data Protection

We process personal data in accordance with the UK GDPR and our Privacy Policy.

For more details, see our GDPR Policy and Privacy Policy at www.carrotopmarketing.com.

11. Limitation of Liability

We are not liable for:

- Any indirect, consequential, or financial losses
- Loss of profits, business, or data
- Delays caused by third parties, force majeure, or client inaction

Our total liability is limited to the amount paid by you for the specific service in question.

12. Force Majeure

We are not liable for delays or failure to deliver caused by events outside our reasonable control, including natural disasters, strikes, pandemics, IT outages, or regulatory changes.

13. Website & Digital Tools

Use of our website and associated tools is subject to separate website terms of use.

We cannot guarantee uninterrupted access to online platforms or digital services.

14. Marketing & Testimonials

We may request to feature your project in our portfolio, marketing materials, or on social media.

Testimonials provided by you may be used in our marketing unless otherwise requested.

15. Disputes & Jurisdiction

Any disputes will first be attempted to be resolved amicably through direct communication.

If unresolved, disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

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

16. Amendments

We reserve the right to amend these Terms at any time.

The most current version will be made available on our website or upon request.

17. Contact Information

Carrot Top Marketing.

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