How We Work
Project Process & Safety Overview

Who We Work With:

We work with UK-based small businesses on clearly defined, capped creative projects. Every project is reviewed and approved before any work begins.

How Projects Start:

- Clients are vetted before acceptance
- Business location and legitimacy are reviewed
- Project scope, timeline, and pricing are agreed upfront
- No work begins without written confirmation and upfront payment

Payments & Risk Control:

- 50% upfront payment is required to begin
- Remaining 50% is paid before final delivery
- Payments are processed securely via Stripe
- Maximum project value is capped at £575

For clients choosing the Micro Project, the full amount is required upfront.

This structure minimises financial exposure by requiring upfront payment and capping project value. Payments are handled via Stripe, a regulated payment processor, so sensitive payment details are never shared with us directly.

Stripe is used by millions of businesses worldwide and complies with industry-standard security and encryption practices.

Delivery Process:

- Work is delivered in stages
- Previews may be shared for feedback and alignment

- Final, full-resolution files are delivered once payment is complete

What We Don't Do:

- No overseas clients
- No long-term retainers
- No recurring subscriptions
- No access to client systems, credentials, or accounts
- No outgoing payments — clients pay us, not the other way around

If Something Goes Wrong:

In the unlikely event a project is paused or cancelled, the maximum loss is limited to time spent. There is no scenario involving debt, large financial loss, or ongoing liability.

Summary:

Our process is designed to be simple, transparent, and low-risk. Every project is capped, paid upfront, and delivered in a controlled manner to protect both sides.