

Terms of Service

Northyx Studios

Last Updated: 18/02/2026

1. Introduction

These Terms of Service outline how Northyx Studios operates and what clients can expect when engaging our services.

By starting a project with Northyx Studios, you confirm that you understand and agree to these terms.

2. Eligibility

Northyx Studios works exclusively with UK-based small businesses on clearly defined, capped creative projects.

We reserve the right to decline any project that is outside our scope, unclear in direction, or not a suitable fit.

3. Project Approval

Before any work begins:

- The project scope will be agreed in writing
- Pricing and estimated timelines will be confirmed
- Payment terms will be agreed

No work will begin without written confirmation and the required upfront payment. Clients will also have to agree to the tailored Project Agreement, sent to them for work to begin.

4. Payment Terms

- 50% payment is required upfront to begin work
- The remaining 50% must be paid before final files are delivered
- Micro Projects require full payment upfront
- The maximum project value is capped at £575

Payments are processed securely via Stripe.

If the remaining balance is not paid, final files will not be delivered and the project will be paused.

5. Revisions

Each project includes a defined number of revisions agreed before work begins.

Revisions must remain within the original project scope.

Significant changes, new directions, or additional work may require a new agreement and additional payment.

Unlimited revisions are not included.

6. Delivery

Work may be delivered in stages to ensure alignment.

Preview files may be shared for feedback and may include watermarks or reduced resolution.

Final high-resolution files will be delivered once full payment has been received.

Until full payment is made, all work remains the property of Northyx Studios.

7. Client Responsibilities

Clients are responsible for:

- Providing clear instructions and expectations
- Supplying any required assets or content
- Ensuring they have permission to use any materials provided
- Responding within reasonable timeframes

Delays in communication may result in delivery delays.

8. Cancellations

If a project is cancelled before work begins, a refund may be issued minus processing fees.

If work has already started, refunds will depend on the amount of work completed at the time of cancellation.

Completed projects are non-refundable.

9. Professional Conduct

We expect respectful and professional communication at all times.

Northyx Studios reserves the right to end a project if communication becomes abusive, inappropriate, or unreasonable.

10. Service Boundaries

Northyx Studios:

- Does not work with overseas clients
- Does not offer long-term retainers or subscriptions
- Does not request access to client systems, credentials, or accounts
- Does not manage or handle client financial accounts

Our services are limited strictly to agreed creative deliverables.

11. Summary

Our process is designed to be structured, transparent, and low-risk.

All projects are clearly scoped, capped in value, and paid in stages to ensure clarity and fairness for both parties.

By proceeding with a project, you confirm your agreement to these Terms of Service.