Terms and Conditions of Business

Effective date: 1st November 2026

Blink Global Services Limited (company number 16703364), registered in England and Wales. Registered office: The Barns, Caverswall Common, Caverswall, Stoke-on-Trent, Staffordshire ST11 9EU. Trading address: Unit 6b, Phoenix Works, 500 King Street, Stoke-on-Trent, Staffordshire ST3 1EZ. Telephone: 01782 939079. Email: hello@blinkdigital.uk. Website: www.blinkdigital.uk.

1. Agreement

These terms apply to digital services supplied by Blink Global Services Limited. The accepted quotation, order or statement of work defines scope, price, duration and deliverables. Expressly agreed written variations take priority over general terms, subject to mandatory law. Online orders also incorporate our Online Sales Terms.

2. Payment

Payment is due on order unless otherwise agreed in writing. Recurring services are payable in advance. Work may commence after cleared payment and receipt of required information. Additional work requires agreement on scope and charges. VAT applies where chargeable.

3. Delivery and cooperation

We will perform services with reasonable care and skill. Customers must supply accurate information, lawful materials, access and timely approvals. Estimated dates depend on these inputs and third-party dependencies; we will communicate material delays and agree reasonable revised dates. Consumer statutory delivery rights are preserved.

4. Website and software development

The agreed specification defines functionality, revisions, integrations and acceptance criteria. Customers should review deliverables and report material defects promptly. Changes outside scope require a written quotation. Launch is subject to agreed acceptance and payment. Third-party licences and ongoing hosting are separate unless included.

5. E-commerce projects

Customers are responsible for lawful product listings, pricing, tax settings, fulfilment, returns, customer notices and merchant accounts unless expressly included in scope. We will implement agreed functionality with reasonable care and skill; customers should test operational workflows before launch. Payment providers and integrations are subject to their own terms.

6. SEO, PPC and social media

We provide agreed optimisation, campaign management and content services with reasonable care and skill. Search rankings, leads, sales, reach and return on investment cannot be guaranteed. Advertising spend is separate unless expressly included. Customers approve budgets and regulated claims; platform policies and algorithms may change.

7. Intellectual property

Upon full payment, ownership of bespoke deliverables transfers only to the extent expressly agreed in writing. Otherwise customers receive a licence to use agreed deliverables for their intended purpose. Our pre-existing code, proprietary PHP platform, reusable components, tools and know-how remain ours or our licensors'. Third-party assets remain subject to their licences. Customers retain their own materials and grant us permission to use them to deliver services.

8. Confidentiality and data

Each party must protect confidential information and use it only for contractual purposes, except where disclosure is required by law. Where we act as processor, a separate data processing agreement applies. Customers must ensure lawful instructions and access rights.

9. Term and termination

Fixed-term packages run for the purchased period. Prepaid promotional packages do not automatically renew unless separately agreed. Monthly rolling services may be cancelled on 30 days' written notice, subject to any agreed minimum term and mandatory rights. Either party may terminate for material breach not remedied within a reasonable written notice period, or immediately where lawful and necessary for serious security or unlawful conduct.

10. Suspension and exit

We may suspend affected services for overdue payment, security risk or unlawful use after reasonable notice where practicable. Suspension must be proportionate. On termination, accrued lawful charges remain payable; agreed data export and transition arrangements apply. We will not withhold personal data contrary to law.

11. Liability and events outside control

Neither party is responsible for delay caused by events reasonably beyond its control, provided it mitigates the impact and notifies the other. For business customers, neither party is liable for indirect or consequential loss to the extent lawful. Nothing excludes fraud, death or personal injury caused by negligence or other non-excludable liability. Consumers retain statutory remedies.

12. Disputes and law

Please raise concerns under our Complaints Policy. England and Wales law applies, with its courts having jurisdiction for business disputes; mandatory consumer protections and local court rights remain unaffected.