Online Sales and E-commerce Terms

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. Ordering and acceptance

Before checkout, review the service description, duration, total price, VAT, any additional charges and these terms. By submitting an order using the payment button you agree to pay. An automated receipt acknowledges your order; the contract is formed when we expressly accept it or confirm commencement. If we cannot accept an order, we will refund any payment taken without undue delay.

2. Eligibility

You must have authority to enter the contract and provide accurate details. A consumer is an individual acting wholly or mainly outside their trade, business, craft or profession. Business customers purchase for business purposes. Your statutory status is determined by law, not merely a checkout declaration.

3. Pricing and payment

Payment is due in full on order unless agreed otherwise in writing. The total payable including applicable VAT is shown before checkout. Payment methods are those offered at checkout. A genuine pricing error identified before acceptance may result in rejection and refund or an invitation to reorder at the correct price. Accepted orders are not unilaterally repriced.

4. Black Friday and promotions

Promotional offers are available during the advertised period and subject to stated availability. Discounts cannot be combined or applied retrospectively unless expressly stated. Annual packages are one upfront payment for the specified service period, not instalment plans. Promotional prices apply only to the purchased scope and term. They do not automatically renew or carry forward to later purchases. Offers may be withdrawn before acceptance, not retrospectively.

5. Package scope and onboarding

The product description and order confirmation specify included services and duration. Additional work is quoted separately. We will contact you to arrange onboarding and agree commencement. Customers must supply required content, credentials and approvals. We will communicate any material delay and agree reasonable revised arrangements; statutory rights are unaffected.

6. Service delivery

We provide digital agency services with reasonable care and skill. Website packages, SEO, social media, PPC, hosting and software services are delivered according to the purchased specification. No particular ranking, sales level or advertising outcome is guaranteed. Third-party fees are included only where stated.

7. Consumer cancellation

Consumers purchasing services online generally have 14 days from the day after contract formation to cancel without giving a reason. Notify us by a clear statement by email or post. If you expressly request early service commencement, you may owe a proportionate amount for services supplied before cancellation where statutory requirements are met. The right is lost on full performance only where the required express request and acknowledgement were obtained. For separately supplied digital content, the right is lost on commencement only with the required express consent, acknowledgement and confirmation. See our Cancellation and Refund Policy.

8. Business cancellation

Business purchases do not generally have a statutory cooling-off period. Cancellation is governed by the agreed contract and our Cancellation and Refund Policy. Nothing removes remedies for breach or misrepresentation.

9. Refunds and disputes

Refunds due will be made to the original payment method unless otherwise agreed, without unlawful fees. Report duplicate payments or incorrect charges promptly. Consumers retain remedies under the Consumer Rights Act 2015, including repeat performance or price reduction where applicable.

10. Confirmation and governing law

We provide order confirmation and applicable terms in a durable medium. England and Wales law applies, subject to mandatory consumer protections and competent local courts. Contact us for order queries or complaints.