

WEBSITE TERMS & CONDITIONS

EFFECTIVE DATE
31 July 2026

COMPANY NO.
17104953

These Terms govern access to and use of pulseandpixel.io and explain the basis on which enquiries may lead to creative services. By using the website, you agree to these Terms. If you do not agree, you must not use the website.

1 COMPANY INFORMATION

This website is operated by PULSE & PIXEL LIMITED, trading as Pulse & Pixel, a company registered in England and Wales under company number 17104953.

Registered office: 27 Old Gloucester Street, London, WC1N 3AX, United Kingdom. Website: pulseandpixel.io. Email: info@pulseandpixel.io.

In these Terms, "Pulse & Pixel", "we", "us" and "our" refer to PULSE & PIXEL LIMITED. "You" means any visitor, prospective client, client or organisation using the website.

2 ABOUT OUR SERVICES

Pulse & Pixel is a creative branding studio providing brand strategy and identity, logo and visual identity design, website design and development, UX/UI design, digital marketing, creative campaigns, website maintenance and support, brand consultancy, creative consulting and custom creative solutions.

Descriptions on the website are general. The precise services, deliverables, exclusions, timetable, revision allowances and responsibilities for a project will be set out in the applicable proposal, quotation, statement of work or service agreement.

3 WEBSITE PURPOSE AND ELIGIBILITY

The website provides information about Pulse & Pixel, showcases portfolio work, accepts enquiries, provides contact details and may publish company news, insights, policies and legal information.

You must be at least 18 years old and legally capable of entering into a binding agreement, or have authority to act for the organisation you represent, before purchasing services.

4 WEBSITE ACCESS AND ACCEPTABLE USE

You may use the website only for lawful purposes. You must not misuse it; attempt unauthorised access; introduce malicious code; interfere with its security, availability or operation; scrape or harvest data without permission; send spam; impersonate another person; infringe rights; or copy content unlawfully.

We may restrict, suspend or terminate access if misuse or a breach of these Terms is suspected. We may also report unlawful activity to the appropriate authorities.

5 ENQUIRIES AND FORMATION OF CONTRACT

Submitting an enquiry, contact form, brief or request for quotation does not create a legally binding agreement, guarantee acceptance or oblige us to reserve capacity.

A project begins only after the relevant proposal or quotation has been accepted, the scope has been agreed, any required service agreement has been signed, and the required deposit has cleared. If these Terms conflict with a signed service agreement, the signed agreement takes precedence for that engagement.

6 PROPOSALS, PRICING AND TAXES

Website prices and estimates are indicative only, may change without notice, depend on the agreed scope and exclude taxes unless stated otherwise. A formal quotation or proposal takes precedence over website pricing.

Quotations are valid only for the period stated in them. Work outside the agreed scope, additional revisions, expedited delivery, third-party costs and client-requested changes may be charged separately with approval.

7 PAYMENT TERMS

Unless otherwise agreed in writing, project fees are payable as follows: 50% deposit before work begins, 25% milestone payment during the project, and 25% final payment before delivery or launch. Ongoing marketing, maintenance or support services are billed on the agreed recurring basis.

Invoices must be paid in the currency and by the due date stated on the invoice. We may pause work, withhold final files, delay launch or suspend ongoing services while an undisputed amount remains overdue. Any lawful interest or recovery costs will be applied only where stated in the applicable agreement or permitted by law.

8 PROJECT DELIVERY AND CHANGES

Project dates are estimates unless expressly described as fixed in writing. Timelines may change because of scope changes, delayed feedback, missing assets, third-party dependencies, technical issues or events beyond reasonable control.

Requests that materially change the agreed scope may require a revised quotation, timetable or statement of work. No change is binding until confirmed in writing.

9 CLIENT RESPONSIBILITIES

Clients must provide accurate information, complete content and usable assets; confirm that they have permission to supply all materials; appoint a main point of contact; review work within agreed timeframes; provide clear consolidated feedback; and make payments when due.

Delays caused by missing information, conflicting instructions or late approvals may extend delivery dates and may result in reasonable rescheduling or additional charges where agreed.

10 APPROVALS AND FINAL DELIVERY

The client is responsible for checking names, claims, pricing, spelling, legal statements, links, functionality and other content before approval or launch. Approval confirms acceptance of the presented stage, subject to any warranty or correction obligations expressly agreed in writing.

Final editable or production files are supplied only where included in the agreed deliverables and after all amounts due for the project have been paid.

11 INTELLECTUAL PROPERTY IN CREATIVE WORK

Pulse & Pixel retains ownership of preliminary concepts, drafts, working files, rejected directions, design systems not included in the deliverables, methods, know-how and unused creative work unless otherwise agreed in writing.

Rights in specifically identified final deliverables transfer or are licensed only after full payment and subject to the applicable proposal or service agreement. Third-party materials, fonts, stock media, software, plugins and platform components remain subject to their own licences.

12 PORTFOLIO AND PUBLICITY

Unless otherwise agreed in writing, Pulse & Pixel may identify the client and display completed, publicly released work in its portfolio, case studies, social media, awards submissions and marketing materials. Confidential or embargoed material will not be published before authorised release.

13 WEBSITE INTELLECTUAL PROPERTY

Unless stated otherwise, the website and its text, branding, logos, graphics, icons, photographs, videos, layouts, downloads, code and other materials are owned by or licensed to Pulse & Pixel and protected by intellectual-property laws.

You may view and print pages for personal or legitimate internal business reference. You must not reproduce, republish, distribute, sell, modify, remove notices from, create derivative works from or commercially exploit website content without prior written permission.

14 CONFIDENTIALITY

Each party must protect confidential information received in connection with an enquiry or engagement and use it only for the relevant business purpose. This does not apply to information that is public through no breach, already lawfully known, independently developed, lawfully received from a third party or required to be disclosed by law.

15 PRIVACY AND COOKIES

Personal information is processed in accordance with the Pulse & Pixel Privacy Policy and applicable UK data-protection law. The website may use essential, analytics and other cookies or similar technologies as described in the Cookie Policy or consent interface.

Where consent is required, non-essential cookies should not be set until the user has made a choice. Browser controls may also be used to manage cookies, although disabling essential cookies may affect functionality.

16 THIRD-PARTY SERVICES AND LINKS

The website and our services may rely on third-party hosting, analytics, design, content-management, payment, advertising, communication or software platforms. Third parties operate under their own terms and privacy practices, and their availability or features may change.

Links to external websites are provided for convenience only. We do not control and are not responsible for their content, products, security, availability or privacy practices. A link does not necessarily constitute endorsement.

17 ACCURACY, DISCLAIMERS AND AVAILABILITY

Website content is provided for general information only and is not legal, financial, tax or other regulated professional advice. Although reasonable efforts are made to keep it accurate and current, we do not guarantee completeness, accuracy, suitability or that any stated result will be achieved.

The website is provided on an “as available” basis. We do not guarantee uninterrupted, secure or error-free access and may suspend it for maintenance, upgrades, security updates, technical issues or business reasons. Users should maintain appropriate device and security protections.

18 LIMITATION OF LIABILITY

To the fullest extent permitted by law, Pulse & Pixel will not be liable for indirect or consequential loss, business interruption, loss of profit, revenue, goodwill, opportunity or data, or loss resulting from reliance on general website information or third-party websites.

Nothing in these Terms excludes or limits liability where doing so would be unlawful, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation. Liability arising from paid services is governed by the applicable service agreement.

19 FORCE MAJEURE

We are not responsible for delay or failure caused by circumstances beyond our reasonable control, including natural disaster, fire, flood, epidemic, government action, industrial dispute, utility or internet failure, cyberattack, platform outage or disruption to suppliers. We will use reasonable efforts to reduce disruption and resume performance.

20 SUSPENSION AND TERMINATION

We may suspend access to the website or refuse an enquiry where these Terms are breached, misuse is suspected or continued access creates legal, security or operational risk. Termination of paid services is governed by the applicable proposal or service agreement, including any accrued payment and intellectual-property obligations.

21 CHANGES TO THE WEBSITE AND THESE TERMS

We may update the website, services and these Terms from time to time. Revised Terms take effect when published with an updated effective date. Changes do not retrospectively alter a signed service agreement unless agreed in writing.

22 GENERAL PROVISIONS

If any provision is found invalid or unenforceable, the remaining provisions remain effective. A failure or delay in enforcing a right is not a waiver. You may not assign rights under these Terms without our written consent. These Terms concern website use; separate written terms apply to purchased services.

23 GOVERNING LAW AND JURISDICTION

These Terms and any non-contractual obligations arising from them are governed by the laws of England and Wales. The courts of England and Wales have exclusive jurisdiction, except where mandatory law provides otherwise.

24 CONTACT

Questions about these Terms may be sent to info@pulseandpixel.io or addressed to PULSE & PIXEL LIMITED, 27 Old Gloucester Street, London, WC1N 3AX, United Kingdom.

Website: pulseandpixel.io | Company registration number: 17104953.