



BLUEFIELD
MEDIA

CLIENT PAYMENT & SERVICE TERMS

Clear terms for project work, payments,
website handover and ongoing services.

DOCUMENT PURPOSE

These terms explain how Bluefield Media handles quotes, deposits,
project delivery, monthly services, access, ownership and cancellations.

AT A GLANCE

How the arrangement works

The points below are a quick reference. The full clauses that follow remain the complete terms.

Before work begins	Bluefield Media confirms the agreed price and may require a deposit. Work starts after the required deposit is received.
Before handover	The final balance must be paid before launch, ownership transfer, credentials, source files or completed deliverables are handed over.
Monthly services	Maintenance, SEO and support are billed in advance. The exact work included depends on the selected package or written agreement.
If payment is missed	Ongoing services may be paused until payment is resolved. Bluefield Media is not responsible for issues arising during a non-payment pause.
Ownership	The client owns the final paid-for deliverables. Bluefield Media retains unused concepts, internal systems, reusable tools and working methods.
Acceptance	Payment of an invoice, deposit, payment link, subscription or project fee confirms acceptance of the version supplied at payment.

Pricing and project deposits

These opening clauses explain how prices are agreed and when work is scheduled to begin.

1 Quotes and Pricing

- All prices are agreed by Bluefield Media before payment is requested.
- Clients do not choose their own payment amount. Bluefield Media will provide a quote, invoice, or payment request for the exact agreed amount.
- Any additional work outside the original agreed scope may require a separate quote or additional invoice.

2 Deposits

- For website design, development, automation, or digital project work, a deposit may be required before work begins.
- The deposit secures the project slot and covers initial planning, setup, design direction, research, and early project work.
- Project work will only begin once the required deposit has been paid.
- Unless agreed otherwise in writing, deposits are non-refundable once work has started.

Payment, delivery and recurring support

These clauses cover final project payment, monthly packages and missed payments.

3 Final Balance

- For website projects, the final balance must be paid before final handover, launch, transfer of ownership, or delivery of completed files.
- Bluefield Media may show previews, drafts, screenshots, staging links, or demonstrations before final payment is made.
- However, full access, live launch, domain transfer, hosting transfer, admin credentials, source files, or completed deliverables may be withheld until the final balance has been paid.

4 Monthly Maintenance and SEO Services

- Monthly maintenance, SEO, and support services are billed in advance.
- The service begins once the first monthly payment has been received.
- Monthly services may include routine website checks, minor updates, technical support, content updates, uptime checks, plugin or dependency checks, basic SEO improvements, and performance monitoring, depending on the package agreed.
- The exact services included will depend on the package selected or the agreement made with the client.

5 Missed or Failed Monthly Payments

- If a monthly payment fails or is missed, Bluefield Media may pause maintenance, SEO, support, updates, monitoring, or other ongoing services until payment is received.
- If payment remains unpaid for an extended period, Bluefield Media may cancel the monthly service.
- Bluefield Media is not responsible for issues that occur during any period where maintenance or support has been paused due to non-payment.

Control, client inputs and revisions

These clauses set expectations for technical access, client-provided materials and changes to scope.

6 Website Control, Hosting, and Access

- Where Bluefield Media builds, hosts, manages, or maintains a client website, Bluefield Media may retain technical access required to provide the service.
- If a client is paying monthly for maintenance, hosting management, SEO, or support, Bluefield Media may keep the required access while the service is active.
- If the client cancels the monthly service or misses required payments, Bluefield Media may pause management, support, updates, and non-essential access until payment is resolved.
- Any final transfer of website files, admin access, hosting access, domain settings, or ownership details will only happen once all outstanding invoices have been paid.

7 Client Responsibilities

- The client is responsible for providing accurate information, content, images, branding assets, logins, business details, and feedback needed to complete the work.
- Delays in providing required content, access, or feedback may delay the project timeline.
- The client is responsible for ensuring they have the right to use any images, text, logos, trademarks, or materials they provide.

8 Revisions and Changes

- Reasonable revisions may be included where agreed as part of the project scope.
- Major changes, new pages, new features, redesigns, additional integrations, or work outside the original agreement may be charged separately.
- Bluefield Media will confirm any extra costs before carrying out additional chargeable work.

Cancellations, refunds and handover

These clauses explain what happens when work ends and when ownership passes to the client.

9 Cancellations

- If the client cancels a project after work has started, any deposit or payment already made may be retained to cover time, planning, design, development, admin, and resources already used.
- If the client has paid for work that has not yet started, Bluefield Media may review the situation and decide whether a partial refund is appropriate.
- Monthly services can be cancelled according to the agreed billing arrangement. Once cancelled, future monthly support, maintenance, SEO, or management work will stop.

10 Refunds

- Payments are generally non-refundable once work has started, services have been delivered, or time has been allocated to the project.
- Refunds are not normally provided for completed work, design time, development work, setup, consulting, planning, admin, or monthly services already provided.
- Any refund request will be reviewed by Bluefield Media on a case-by-case basis.

11 Ownership and Handover

- Ownership of final agreed deliverables transfers to the client only after all required payments have been received.
- Bluefield Media may retain ownership of unused concepts, drafts, rejected designs, internal systems, reusable code, templates, processes, workflows, and tools used to create the final work.
- The client receives ownership of the final paid-for deliverables, not necessarily every internal file, draft, tool, or working method used to produce them.

Third parties, communication and agreement

These final clauses cover external platforms, written communication and acceptance of the terms.

12 Third-Party Services

- Some projects may require third-party services such as hosting providers, domain registrars, email platforms, plugins, booking tools, analytics tools, AI tools, payment processors, or other external platforms.
- The client is responsible for any third-party costs unless otherwise agreed in writing.
- Bluefield Media is not responsible for outages, pricing changes, account restrictions, policy changes, or technical issues caused by third-party platforms.

13 Communication

- Bluefield Media will communicate with the client through the agreed contact method, such as email, phone, messaging app, or project management tool.
- The client should respond in a reasonable timeframe to avoid delays.
- Important approvals, payment requests, scope changes, and handover details should be confirmed in writing.

14 Acceptance of Terms

- By paying an invoice, deposit, payment link, subscription, or project fee, the client confirms that they understand and accept Bluefield Media's payment and service terms.
- These terms may be updated from time to time. The version shared or linked at the time of payment will apply unless otherwise agreed in writing.