

Date: 05.05.26

General Terms & Conditions

1. Basis of Agreement

This document, together with the approved Proposal, forms a legally binding agreement between TinyWoolf Labs (“we”) and the Client (“you”).

2. Scope of Work

Only deliverables explicitly stated in the Proposal are included. Any additional requests, changes, or extensions will be quoted separately and may affect timeline and cost.

3. Client Responsibilities

The Client agrees to:

- Provide accurate content and materials on time
- Give clear and consolidated feedback
- Assign one decision-maker

Delays or unclear direction from the Client may result in timeline shifts and additional costs.

4. Revisions

The project includes a maximum of **2–3 revision rounds per phase**. Revisions outside the agreed scope or after approval will be billed additionally. Major directional changes are treated as new work.

5. Timeline & Inactivity

- Timelines are based on active collaboration
- If the Client is unresponsive for more than **5 business days**, the project may be paused
- If inactivity exceeds **14 days**, the project may be considered dormant and subject to restart fees

6. Fees & Payment

- **50% non-refundable deposit** required to begin
- Remaining balance follows agreed milestones
- Final files will only be delivered after full payment

7. Late Payment

- Payments overdue by more than **7 days** may incur a **5% late fee per week**
- Work may be paused until outstanding balances are cleared

8. Kill Fee (Early Termination)

If the project is cancelled by the Client:

- After start: **50% of total project fee is retained**
- During concept phase: **70% payable**
- During final phase: **100% payable**

All completed work up to termination will be invoiced.

9. Intellectual Property & Usage

- Final deliverables become the Client's property upon full payment
- TinyWolf retains ownership of all unused concepts, drafts, and working files

Usage rights:

- Client receives rights for agreed business usage
- Resale, sublicensing, or modification beyond intended use requires written consent

10. Portfolio Rights

TinyWolf Labs reserves the right to display and publish the work for:

- Portfolio
- Social media
- Case studies
- Awards & publications

11. Liability

TinyWolf Labs is not responsible for:

- Business performance outcomes
- Indirect, incidental, or consequential damages

Total liability is limited to the total project fee paid.

12. Confidentiality

Both parties agree to keep all non-public information confidential.

13. Force Majeure

We are not liable for delays caused by circumstances beyond our control.

14. Governing Law

This agreement is governed by the laws of Indonesia.

This document forms part of the official agreement between TinyWoolf Labs and the Client. By approving the Proposal, the Client acknowledges and agrees to these Terms & Conditions.

TinyWoolf Labs

Creative Branding Studio — Bali