

Lead It Lab Ltd - Terms & Conditions

Last updated: 10 August 2025

1. Introduction

These Terms & Conditions govern the provision of services by Lead It Lab Ltd ("we", "us", "our") to our clients ("you", "your"). By engaging our services, you agree to these terms.

2. Services

We provide business automation, backend system setup, and related consulting services to therapy business owners and service providers. Specific deliverables will be detailed in the proposal or statement of work prior to project commencement.

3. Fees & Payment

- Fees are outlined in your proposal or invoice.
- Payment terms are due upon receipt unless otherwise agreed.
- Late payments may incur interest at 8% per annum above the Bank of England base rate.
- We are not VAT registered.
- Costs are updated quarterly based on platform usage.

Example Usage Fees (subject to change):

Service	Usage Volume	Approximate Cost (GBP)
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Email Sends	10,000 emails/mo	GBP 7.20
SMS Sends (UK)	1,000 messages	GBP 15.00

Note: These costs are external platform usage fees and are billed in addition to your service plan.

#### 4. Client Responsibilities

- Provide timely access to necessary information, systems, and approvals.
- Ensure that the data you provide complies with all applicable laws.
- Maintain secure access credentials and comply with your local data protection responsibilities.

#### 5. Intellectual Property

All custom-built systems and materials remain the intellectual property of Lead It Lab Ltd until paid in full. Upon full payment, you are granted a non-exclusive, non-transferable licence to use the deliverables within your business.

#### 6. Confidentiality

We treat all client information and business data as confidential unless disclosure is required by law.

#### 7. Limitation of Liability

- We are not liable for indirect, incidental, or consequential damages.
- Our total liability shall not exceed the total fees paid for the service in question.

#### 8. Termination

- Either party may terminate this agreement with 14 days' notice in writing.
- All work completed up to the termination date will be invoiced and payable.

#### 9. Data Protection & Security

- We comply with UK GDPR and related data privacy regulations.
- Clients are responsible for obtaining consent to collect, store, and process any personal data.
- We do not store sensitive client data beyond what is operationally required.

#### 10. Governing Law

These terms are governed by the laws of England and Wales. Disputes will be handled in the courts of England and Wales.

#### 11. Support & Service Levels

- We aim to respond to support requests within 48 hours on working days.
- Service availability is dependent on third-party platforms; we cannot guarantee 100% uptime.

#### 12. Changes to Services or Terms

We reserve the right to modify services or terms with 30 days' written notice. Clients will be notified via email or in-app notification where applicable.

#### 13. Contact & Company Information

Lead It Lab Ltd

Company No: 15240115

Registered in England and Wales

Email: [emma@leaditlab.com](mailto:emma@leaditlab.com)

Not VAT registered

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