

Two Hands – Terms of Service

Last updated: July 2026

These Terms of Service apply to all work carried out by Two Hands, operated by Cactus Web Design Ltd ("we", "us", "our"). By accepting a proposal, signing an agreement, or paying an invoice, you agree to these Terms.

1. Quotes and Scope

All work is carried out according to the proposal or agreement provided.

Reasonable revisions are included where they relate to the original agreed scope.

Any work requested outside the agreed scope will be quoted separately before work begins.

2. Project Payment

Unless otherwise agreed in writing:

- A 50% deposit is required before work begins.
- The remaining 50% is payable upon project completion.

Invoices may be issued in GBP or USD.

For fixed-price projects, the final invoice becomes due on whichever occurs first:

- project completion; or
- three (3) months after the project start date.

If delays are caused by the client, this payment date does not change.

If delays are caused by us, the payment deadline will be extended by the length of the delay.

If an invoice becomes overdue, work may be paused until payment has been received.

3. Retainer Services

Where services are provided on an ongoing monthly retainer, the following terms apply unless otherwise agreed.

Payment

Retainers are billed monthly in advance.

Reserved Studio Time

A retainer reserves dedicated studio capacity each month rather than guaranteeing a fixed number of hours.

Our focus is on delivering outcomes efficiently, including through the use of AI-assisted workflows where appropriate.

Unused capacity does not roll over unless agreed in writing.

Scope

Retainer work covers the services outlined in the proposal.

Additional work outside the agreed scope may be quoted separately.

Priority

Retainer clients receive scheduling priority over ad hoc project work.

Cancellation

Either party may cancel a retainer by providing 30 days' written notice.

Retainer payments are non-refundable once a billing period has begun, as studio capacity has been reserved.

If invoices become overdue, work may be paused until payment has been received.

4. Money-Back Guarantee

We offer a one-week money-back guarantee on project work.

If, after the first week of the project, you decide you no longer wish to continue, you may cancel the project by providing written notice before any further work begins.

In this case, we will refund all payments received, excluding the cost of the first week's work.

Once work continues beyond the first week, the guarantee no longer applies.

This guarantee does not apply to monthly retainers.

5. Client Responsibilities

Clients agree to:

- provide content, assets and required access promptly;
- review work and provide feedback within a reasonable timeframe;
- appoint a primary contact for approvals where appropriate.

The client confirms they have the necessary rights or permissions to use any content, images, logos, trademarks or other materials they provide.

Client delays do not change payment deadlines and may affect delivery timelines.

6. Project Timelines

Any timelines or launch dates provided are estimates unless specifically agreed otherwise in writing.

Delivery dates may change where feedback, approvals or content are delayed.

7. Project Changes

Requests outside the agreed scope are not included within the original project fee.

Any additional work will be quoted separately before work begins.

8. Cancellation

Either party may terminate a project by providing written notice.

If a project is cancelled after the first week, payment remains due for all work completed up to the cancellation date.

Any unused prepaid amounts will be refunded where applicable.

9. Ownership

Ownership of the final website, designs and deliverables transfers to the client once all invoices have been paid in full.

Until final payment has been received, all intellectual property remains the property of Cactus Web Design Ltd.

We retain ownership of our internal processes, reusable components, templates, design systems, code libraries and tools developed independently of the project.

10. Third-Party Services

Projects may rely on third-party services including hosting, domains, CMS platforms, fonts, analytics, AI services and other software.

Unless specifically included in the proposal, all subscription costs and ongoing fees are the responsibility of the client.

We are not responsible for outages, pricing changes or service interruptions caused by third-party providers.

11. Warranty

We provide a 30-day warranty following project completion.

During this period we will correct bugs or issues that relate to the agreed scope at no additional cost.

The warranty does not include:

- new features or functionality;
 - design revisions requested after approval;
 - issues caused by third-party software or services;
 - changes made by anyone other than us.
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12. Acceptance

The project will be considered accepted upon launch or delivery unless defects relating to the agreed scope are reported during the 30-day warranty period.

13. Portfolio

Unless agreed otherwise in writing, we may showcase completed work within our portfolio, website, social media and marketing materials.

Confidential information will never be shared without permission.

14. Communication

Approvals provided by email, messaging platforms or project management tools are considered valid approvals.

Any notices relating to cancellation or these Terms must be provided in writing.

15. Limitation of Liability

Our total liability relating to any project is limited to the total amount paid by the client for that project.

We are not liable for indirect, consequential or business losses, including loss of profit, revenue, data or business opportunity.

16. Force Majeure

Neither party will be liable for delays or failure to perform obligations caused by circumstances beyond their reasonable control, including natural disasters, internet outages, government action or other unforeseen events.

17. Changes to These Terms

These Terms may only be amended by written agreement between both parties.

18. Governing Law

These Terms are governed by the laws of England and Wales.

Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Contact

Questions regarding these Terms, or any formal notices relating to a project, should be sent to:

hello@twohands.studio