

Terms and Conditions

Teal Marketing LLP · Last updated: 20 September 2026

1. About us

- 1.1 These Terms and Conditions ("Terms") apply to your use of the website <https://teal-agency.com/> (the "Website") and to all services we provide. The Website and services are operated by Teal Marketing LLP, a limited liability partnership registered in England and Wales under number OC452015, whose registered office is at Stoney Works, 8 Stoney Lane, London SE19 3BD, United Kingdom ("Teal Agency", "we", "us", "our").
- 1.2 You can contact us at info@rockme-english.com.
- 1.3 In these Terms, "you" or "Client" means the person or organisation that uses the Website or orders our services. A "Consumer" is an individual acting for purposes wholly or mainly outside their trade, business, craft or profession. A "Business Client" is anyone who is not a Consumer.
- 1.4 Please read these Terms carefully. By using the Website or ordering our services you confirm that you accept them. If you do not agree, please do not use the Website or order our services.

2. Our services

- 2.1 We provide consulting and marketing services for experts, educators and online businesses, including:
- Consultation — a paid session to review your expertise, target audience and business goals;
 - Strategy development — a written plan for your online course, product and social media marketing;
 - Full launch — end-to-end preparation and launch of an online course, including content, funnel and marketing;
 - Social media scaling — growing an engaged audience and positioning you as an authority in your field.
- 2.2 The exact scope, deliverables, timeline, price and payment schedule for each engagement are set out in a proposal, quote, invoice or statement of work that we send you (the "Proposal"). If the Proposal conflicts with these Terms, the Proposal takes priority for that engagement.
- 2.3 Descriptions of services on the Website are for information only and are not a binding offer. A contract is formed only as described in section 3.

3. How a contract is formed

- 3.1 After an initial request (for example, through the form on the Website), we will send you a Proposal.
- 3.2 A binding contract between you and us (the "Contract") is formed when you accept the Proposal by any of the following: signing it, confirming acceptance in writing (including by email or messenger), or paying the first invoice in full or in part. The Contract consists of the Proposal and these Terms.
- 3.3 The Contract is concluded in English. We will keep a copy of the Proposal and of the version of these Terms that applied when the Contract was formed, and will send it to you on request.
- 3.4 You confirm that the information you give us is accurate and complete, and that if you are ordering on behalf of an organisation you are authorised to bind it.

4. Your responsibilities

- 4.1 To allow us to deliver the services, you agree to:
- provide the information, materials, access (for example, to social media accounts, websites or course platforms) and approvals we reasonably request, on time;
 - review and give feedback on drafts within the timeframes agreed in the Proposal, or within 5 business days if none are agreed;

- make sure that any materials you give us (texts, images, videos, trademarks, data) are yours or that you have the right to use them, and that their use by us will not infringe anyone else's rights;
- comply with the rules of any third-party platforms used in your project (for example, Instagram, Facebook, YouTube, Telegram, GetCourse).

4.2 If you delay in meeting these responsibilities, we may adjust the timeline accordingly and will not be responsible for the resulting delay. If a delay lasts more than 30 days, we may treat the relevant stage as completed and invoice for it.

4.3 You will compensate us for any claims, losses or costs we incur because materials you supplied infringe the rights of a third party.

5. Fees and payment

5.1 Our fees are set out in the Proposal. Unless the Proposal states otherwise, fees are payable 100% in advance. Where instalments are agreed, each instalment must be paid by the date shown in the Proposal or invoice.

5.2 Payments are made in GBP / EUR / USD by bank transfer, card payment through our payment provider, or another method stated in the invoice. Each party pays its own bank charges.

5.3 Fees do not include third-party costs such as paid advertising budgets, platform subscriptions, software licences, stock content or contractors engaged at your request. These are either paid by you directly or invoiced to you at cost, with your prior approval.

5.4 If a payment is more than 7 days overdue, we may suspend the services until payment is received, and any agreed timeline will be extended by the period of suspension. If a payment is more than 30 days overdue, we may terminate the Contract under section 12.

5.5 For Business Clients, we may charge interest on overdue sums under the Late Payment of Commercial Debts (Interest) Act 1998.

6. Changes to the scope

6.1 Any work outside the scope of the Proposal (including additional rounds of revisions beyond those included) is additional work. We will tell you the price and timing before starting it, and will only proceed with your written approval (email or messenger is enough).

6.2 We may make minor changes to the way we deliver the services (for example, replacing a team member or tool) provided that this does not reduce the quality or scope of the services.

7. Cancellation and refunds

7.1 Consultations. You may reschedule or cancel a consultation free of charge by notifying us at least 24 hours before the scheduled time. Consultations cancelled with less notice, or missed without notice, are non-refundable, although we may offer to reschedule at our discretion.

7.2 Other services. You may terminate the Contract at any time by notice in writing. In that case you must pay for (a) all work performed up to the date of termination, calculated in proportion to the stages or deliverables in the Proposal, and (b) any non-cancellable third-party costs we have incurred on your behalf. We will refund any amount you have prepaid above this within 14 days of the termination date.

7.3 Where a discount was applied to the total price, the value of work performed will be calculated at the discounted rate.

7.4 Consumers — right to cancel. If you are a Consumer and the Contract was concluded at a distance (online, by email or by phone), you have the right to cancel it within 14 days after the day the Contract was formed, without giving a reason, under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. To cancel, send us a clear statement by email to info@rockme-english.com. We will refund your payment within 14 days of receiving your cancellation, using the same payment method.

7.5 If you are a Consumer and you ask us to start the services before the 14-day cancellation period ends, you must pay for the services provided up to the time you tell us you wish to cancel. Once

the services have been fully performed within the cancellation period at your express request, you lose the right to cancel.

7.6 Refund requests should be sent to info@rockme-english.com and should include your name, the Proposal or invoice number and the bank details for the refund.

8. Results

8.1 Our services are provided with reasonable skill and care. However, the results of marketing and course launches depend on many factors outside our control, including your market, product, your own involvement, audience behaviour and changes to third-party platforms and their algorithms.

8.2 Accordingly, unless the Proposal expressly says otherwise, we do not guarantee any specific result, such as revenue, number of sales, leads, followers, reach or engagement. Examples, case studies and figures on the Website describe past projects and are not a promise of future results.

8.3 We are not responsible for the actions of third-party platforms, including account restrictions, blocks, policy changes or service outages, unless caused by our breach of the Contract.

9. Intellectual property

9.1 Each party keeps ownership of the intellectual property it owned before the Contract or created independently of it ("Pre-existing IP"). Our Pre-existing IP includes our methods, frameworks, templates, checklists, know-how and training materials.

9.2 Once you have paid all fees due under the Contract, we assign to you all rights in the final deliverables created specifically for you under the Contract (for example, your strategy document, course content, texts and designs), except any of our Pre-existing IP and third-party materials included in them.

9.3 Where our Pre-existing IP is included in a deliverable, we grant you a non-exclusive, perpetual, worldwide licence to use it as part of that deliverable for your own business. You may not resell, publish or distribute our Pre-existing IP on its own, or use it to provide services competing with ours.

9.4 Third-party materials (for example, stock images, fonts or software) are licensed on the terms of their owners, which we will tell you about where relevant.

9.5 Unless you ask us not to in writing, we may name you as a client and briefly describe the project, without confidential information, in our portfolio and marketing. We will ask your consent before publishing any figures, screenshots or testimonials.

10. Confidentiality and data protection

10.1 Each party will keep confidential any non-public information received from the other about its business, clients, finances or projects, and will use it only for the purposes of the Contract. This does not apply to information that is publicly available, already known to the receiving party, or that must be disclosed by law.

10.2 We process personal data in accordance with the UK General Data Protection Regulation, the Data Protection Act 2018 and, where applicable, the EU General Data Protection Regulation. Details are set out in our Privacy Policy at <https://www.freeprivacypolicy.com/live/b2c35ba0-358b-4051-832e-744f2e6f9c60>.

10.3 If, as part of the services, we process personal data on your behalf (for example, your subscribers' or students' data), we do so as your processor and only on your instructions. We will enter into a data processing agreement with you on request.

10.4 Communications by email and messenger are treated as written communications for the purposes of the Contract.

11. Our liability

- 11.1 Nothing in these Terms limits or excludes our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or for any other liability that cannot be limited or excluded by law.
- 11.2 If you are a Consumer, nothing in these Terms affects your statutory rights, including your rights under the Consumer Rights Act 2015 to services carried out with reasonable care and skill. We are responsible for loss or damage you suffer that is a foreseeable result of our breach of these Terms or our failure to use reasonable care and skill. We are not responsible for business losses, as our services to Consumers are for personal use.
- 11.3 If you are a Business Client, subject to section 11.1: (a) we are not liable for any loss of profit, revenue, business, goodwill or anticipated savings, or for any indirect or consequential loss; and (b) our total liability arising out of or in connection with the Contract is limited to the total fees paid by you under the Contract in the 12 months before the event giving rise to the claim.
- 11.4 Neither party is liable for any failure or delay in performing its obligations caused by events beyond its reasonable control (force majeure), such as natural disasters, epidemics, war, government actions, or failures of internet, power or third-party platforms. The affected party will notify the other promptly. If the event continues for more than 60 days, either party may terminate the Contract by notice.

12. Term and termination

- 12.1 The Contract starts when it is formed under section 3 and continues until all services are delivered and paid for, unless terminated earlier.
- 12.2 Either party may terminate the Contract immediately by written notice if the other party: (a) commits a material breach and, where the breach can be remedied, fails to remedy it within 14 days of being asked to do so in writing; or (b) becomes insolvent, enters liquidation or administration, or ceases trading.
- 12.3 We may terminate the Contract by written notice if any payment is more than 30 days overdue.
- 12.4 On termination for any reason, you must pay for work performed and costs incurred up to the termination date (section 7.2 applies), and sections 9, 10, 11 and 16 continue to apply.

13. Use of the Website

- 13.1 We grant you a limited, non-exclusive, revocable permission to view and use the Website for your personal information and for considering our services. All content on the Website, including texts, images, videos, logos and design, belongs to us or our licensors and is protected by copyright and trade mark law.
- 13.2 You must not:
- copy, modify, reproduce, republish or distribute Website content for commercial purposes without our written consent;
 - remove any copyright or other proprietary notices;
 - attempt to reverse-engineer, disrupt or gain unauthorised access to the Website or its systems;
 - use the Website for any unlawful purpose or to send spam or malicious code.
- 13.3 If you breach this section, your permission to use the Website ends immediately and you must destroy any materials you have downloaded from it.
- 13.4 The Website is provided for general information and "as is". We try to keep it accurate and up to date, but we do not guarantee that it is free of errors, complete, current or always available. We may change or remove Website content at any time.
- 13.5 The Website may contain links to third-party websites. We do not control and are not responsible for their content. A link does not mean that we endorse that website.

14. Complaints

14.1 If you are unhappy with our services, please contact us at info@rockme-english.com with a description of the issue. We will acknowledge your complaint within 5 business days and aim to respond in full within 14 days.

14.2 We will always try to resolve any dispute amicably through negotiation before either party takes it to court.

15. Changes to these Terms

15.1 We may update these Terms from time to time. The current version is always published on the Website with its "Last updated" date.

15.2 Changes apply to Contracts formed after the updated Terms are published. Contracts already in progress continue to be governed by the version of the Terms that applied when they were formed, unless both parties agree otherwise in writing.

16. Governing law and jurisdiction

16.1 These Terms and any Contract, and any dispute or claim arising out of or in connection with them (including non-contractual disputes), are governed by the laws of England and Wales.

16.2 If you are a Business Client, the courts of England and Wales have exclusive jurisdiction.

16.3 If you are a Consumer, the courts of England and Wales have non-exclusive jurisdiction. If you live in Scotland or Northern Ireland, you may also bring proceedings in your local courts. If you live in the European Union or another country, you keep the benefit of any mandatory consumer protection laws of your country of residence and may bring proceedings in the courts of that country where the law allows.

17. General

17.1 Entire agreement. The Contract is the entire agreement between you and us and replaces any earlier discussions or arrangements about its subject matter.

17.2 Severability. If any provision of these Terms is found invalid or unenforceable, the remaining provisions remain in full force.

17.3 Assignment. You may not transfer your rights or obligations under the Contract without our written consent. We may use subcontractors to perform parts of the services but remain responsible for their work.

17.4 No waiver. If we delay in enforcing any right, that does not mean we have waived it.

17.5 Third-party rights. No one other than you and us has any right to enforce these Terms under the Contracts (Rights of Third Parties) Act 1999.

17.6 Language. These Terms may be translated into other languages for convenience. If there is any inconsistency, the English version prevails.

18. Contact details

Teal Marketing LLP

Registered in England and Wales, LLP number OC452015

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Email: info@rockme-english.com

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