

Terms of Service

Last Updated: August 2026

Welcome to Lael Studio. By submitting an inquiry, paying a deposit, or commissioning a website build with us, you agree to the following Terms of Service. Please read them carefully before moving forward with your project.

1. Scope of Work & Packages

- Lael Studio specializes in custom single-scroll websites structured across predefined tiers (Minimalist, Immersive, Masterpiece) or custom quotes.
- Each package includes a specific core section limit and a set number of revision rounds. Any additional sections requested beyond the package limit will incur an additional fee of \$125 per section.
- E-commerce functionality, multi-page database structures, and complex third-party software integrations are excluded from standard packages and require a custom enterprise quote.

2. Deposits & Payments

- **Project Deposit:** A non-refundable deposit of 10% is required before any design or development work begins. This deposit secures your dedicated slot in our production schedule and covers your first-year custom domain registration.
- **Final Balance:** Upon final approval of your watermarked website preview, a secure checkout link will be issued.
- **Handover:** Full ownership, live deployment, and final site code/domain management access are released immediately upon receipt of the final payment.

3. Domain Registration & Hosting

- **Domain Inclusion:** Standard packages include custom domain registration, free for the first full year.
- **Client Ownership:** The client maintains full, independent ownership of the domain. Prior to renewal at the 12-month mark, the client is solely responsible for domain and hosting renewals. Lael Studio provides a step-by-step guidance document to assist with this process.
- **Third-Party Platforms:** Lael Studio is not liable for service outages, pricing adjustments, or technical failures originating from third-party domain registrars or hosting infrastructure providers.

4. Revisions & Workflow

- **Communication:** To maintain an efficient workflow, all project communication, feedback delivery, and file transfers are conducted exclusively via email (laelwebstudio@gmail.com).

- **Revision Limits:** Revisions must be requested within the allocated round limit specified in your chosen package. Revisions consist of stylistic, textual, or structural adjustments within the agreed scope. Entire redesigns or major pivots outside the original project brief will be billed as extra development hours.
- **Stall Policy:** If a client fails to respond to email communications or preview deliverables for more than 14 consecutive business days without prior notice, the project will be marked as dormant. Reactivating a dormant project may incur a scheduling fee.

5. Intellectual Property & Previews

- **Watermarked Previews:** Project previews shared via secure link are strictly for private review and approval purposes. Unauthorized public publishing, distribution, cloning, or commercial use of a watermarked preview prior to full payment constitutes copyright infringement.
- **Final Ownership:** Upon complete settlement of the final invoice, the client receives full rights to use the deployed website for their business operations. Lael Studio retains the right to showcase the completed project in our portfolio and marketing materials.

6. Post-Launch Maintenance & Support

- Once the final payment is processed and the website is handed over, ongoing maintenance, software updates, security management, and content edits are the sole responsibility of the client.
- Lael Studio does not provide ongoing retainer-based maintenance or free post-launch tech support unless explicitly agreed upon in writing via a separate agreement.

7. Limitation of Liability & Refunds

- **All Sales Final:** Due to the digital and custom nature of web design and development, all deposit and final payments are strictly non-refundable once work has commenced or final deliverables have been handed over.
- Lael Studio shall not be held liable for any direct, indirect, incidental, or consequential damages, loss of business revenue, or data loss arising from the use or inability to use the delivered website.

By proceeding with your project inquiry, deposit payment, or commission with Lael Studio, you acknowledge that you have read, understood, and agreed to these Terms of Service.

Lael Studio

Owner & Lead Developer: Lané Schoombie

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Effective Date: August 2026