



Terms & Conditions

PitchLab Sales Consultancy – Sales Consulting Services

1. Definitions

In these Terms & Conditions:

- “We”, “Us”, and “Our” refer to **PitchLab Sales Consultancy**, providing consultancy services.
- “You” and “Your” refer to the client engaging our services.
- “Services” refers to the consultancy, training, mentoring, or strategic support provided under this agreement.

2. Engagement & Scope of Work

The nature, scope, and objectives of the Services will be outlined and agreed in writing prior to commencement. Any amendments to the scope must be mutually agreed and confirmed in writing.

3. Fees, Deposits & Payment Terms

- Fees are tailored to the project, client size, and scope, and will be confirmed in a written proposal or agreement.
- A **50% deposit is required to secure the booking and commence work**.
- This deposit is **non-refundable** in the event of cancellation by the client.
- The remaining balance is payable on completion of the work, or as otherwise agreed in writing.
- Unless otherwise stated, invoices are due within **14 days** of the invoice date.
- Late payments may incur interest charges in accordance with the **Late Payment of Commercial Debts (Interest) Act 1998**.
- All fees are exclusive of VAT unless explicitly stated.

4. Cancellations & Rescheduling

- For session-based or ad hoc services, cancellations made with less than **48 hours’ notice** may be subject to a cancellation fee of up to 50% of the agreed fee.
- If a project or session is cancelled after a deposit has been paid, the deposit will be retained in full.

- Rescheduling is permitted where feasible, subject to availability and any additional costs incurred.
- For project-based engagements, notice periods and termination clauses will be specified in the individual agreement.

5. Client Responsibilities

You agree to:

- Provide all relevant and accurate information required for delivery of the Services
- Grant reasonable access to personnel, premises or systems where applicable
- Communicate any internal deadlines or constraints in advance
- Take full responsibility for implementing any recommendations unless delivery or implementation is explicitly part of our agreed scope

6. Intellectual Property

- All original content, materials, tools or frameworks provided by PitchLab Sales Consultancy remain our intellectual property unless otherwise agreed in writing.
- You are granted a non-exclusive, non-transferable licence to use such materials internally for the agreed purpose only.
- You may not copy, distribute, resell or commercially exploit any materials without prior written consent.

7. Confidentiality

Both parties agree to maintain the confidentiality of any information marked as confidential or reasonably understood to be confidential in nature. This includes business operations, finances, strategies and client data. This obligation continues beyond the termination of the agreement, unless disclosure is required by law.

8. Limitation of Liability

- We will deliver Services with reasonable care and skill, but make no guarantee as to specific results or financial outcomes.
- We accept no liability for indirect, incidental or consequential losses arising from your use of our Services.
- Our total liability in respect of any claim shall be limited to the total amount paid by you for the Services in question.

9. Termination

- Either party may terminate the engagement with written notice, subject to any notice periods outlined in the specific agreement.
- Work undertaken up to the point of termination will be invoiced and must be paid in full.
- The 50% deposit is non-refundable if you initiate cancellation or early termination.

10. Governing Law

These Terms & Conditions shall be governed by and construed in accordance with the laws of **England and Wales**. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.