

YOUR LENZ – WEBSITE TERMS & CONDITIONS

Business Name: Your Lenz

Owner / Creative Director: Jessica O'Neill

Email: admin@yourlenz.co.za

Contact Number: 066 343 3699

Effective Date: January 2026

These Terms & Conditions apply to all visitors of the Your Lenz website and all clients who engage with Your Lenz for services. By using our website, submitting an enquiry, requesting a quotation, or purchasing services, you agree to these Terms & Conditions.

These Terms & Conditions do not replace the Your Lenz Service Agreement. Where a Service Agreement has been accepted, it will take priority.

1. ABOUT YOUR LENZ

Your Lenz is a creative service provider offering services including, but not limited to:

- Website design and development
 - Branding and rebranding
 - Graphic design
 - Creative marketing design services
 - Brand management and content-related services (where quoted)
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2. USE OF OUR WEBSITE

You agree to use our website lawfully and not to:

- attempt to gain unauthorised access to our systems
- upload malicious software or spam
- misuse any contact forms
- copy or reproduce our website content without permission

Your Lenz may restrict access to users who misuse the website.

3. QUOTATIONS & VALIDITY

All quotations issued by Your Lenz are valid for **14 (fourteen) calendar days** from the date of issue unless stated otherwise.

Once expired, the quotation is no longer valid, and a new quotation must be requested.

January 2026 Quotation Notice

All quotations issued **before January 2026** are hereby considered **expired and void**, in line with our 14-day quotation validity policy. This policy is in place to protect and respect the time and availability of both parties.

4. BOOKINGS & ACCEPTANCE OF WORK

Work is considered accepted when the client:

- confirms acceptance in writing (email or WhatsApp), or
- makes any payment toward the quotation or invoice

Your Lenz may decline any project at its discretion.

5. PRICING & PAYMENT

Pricing is based on the scope of work provided in a quotation or project proposal.

No work will begin unless a deposit or first payment has been received (unless agreed otherwise in writing).

Late payments may result in work being paused, as per the Service Agreement.

6. SERVICE AGREEMENT PRIORITY

If a client accepts a quotation and proceeds with services, the Your Lenz Service Agreement applies.

Where any conflict exists between these website Terms & Conditions and the Service Agreement, the Service Agreement takes priority.

7. INTELLECTUAL PROPERTY

All website content, designs, branding, text, graphics, and portfolio material displayed on this website remain the intellectual property of Your Lenz unless stated otherwise.

No content may be copied, republished, resold, or used without written permission.

8. PORTFOLIO DISPLAY

Your Lenz may display completed work on our website, social media, and marketing platforms unless a client requests confidentiality in writing.

9. THIRD-PARTY LINKS

Our website may include links to third-party websites. Your Lenz is not responsible for the content, policies, or practices of third-party sites.

10. DISCLAIMER

Your Lenz makes every effort to ensure website content is accurate. However, we do not guarantee that all content will always be complete, up-to-date, or error-free.

All services are delivered professionally, and to the best of our ability, Your Lenz is not responsible for:

- loss of income or profits
 - business interruptions
 - indirect damages
 - downtime caused by hosting providers, load shedding, internet outages, or third-party services
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11. LIMITATION OF LIABILITY

Your Lenz shall not be liable for any indirect damages arising from the use of our website or services.

Where liability may apply, it is limited to the amount paid by the client for the service in question.

12. CHANGES TO THESE TERMS

Your Lenz reserves the right to update these Terms & Conditions at any time.

The latest version will always be available on our website.

13. GOVERNING LAW

These Terms & Conditions are governed by the laws of the **Republic of South Africa**.