



Copping Unknown: Terms of Service & Business Engagement

These Terms of Service ("Agreement") govern the provision of digital development, operational architecture, and compliance support services provided by Copping Unknown ("the Provider", "we", "us") to the client named in the accompanying proposal or project agreement ("the Client", "you").

By signing a project proposal, paying an initial deposit, or instructing us to proceed with work, you agree to be bound by these terms.

1. Structure, Mission & Scope of Services

- **Operational Architecture:** Copping Unknown provides custom Webflow design and development, no-code software configuration, digital workflow mapping, and operational compliance frameworks.
- **Not Legal or Medical Advice:** We are operational specialists, not solicitors, medical practitioners, or accountants. We do not hold statutory "Protected Titles" under UK law. All documentation, safety protocols, DPIA/ROPA templates, and privacy notices are provided based on researched statutory guidance and industry best practice. They are designed to assist you in meeting your regulatory duties but do not replace independent legal counsel or certified professional sign-off.
- **Protected Title Liaison:** Where an engagement includes liaising with a regulated professional (such as a solicitor, doctor, or architect), our role is strictly limited to structuring documentation in advance to streamline review time. Formal review and sign-off rest solely with the appointed professional.

2. Onboarding & Project Inception

- **Discovery & Proposal:** All engagements begin with a structured discovery sequence and a written proposal detailing the project scope, selected service modules, estimated hours, and fee structure.
- **Reflection Window:** Proposals remain open for formal acceptance for 14 calendar days from the date of issue.
- **Commencement:** Project work officially begins only upon:
 - Written acceptance of the proposal;
 - Payment of the agreed initial commencement deposit; and
 - Receipt of essential "Business Artifacts" (existing branding, copy, policies, access credentials, and technical assets).

3. Project Roadmap, Milestones & The Learning Shield

- **The 4-to-6-Week Lifecycle:** Project delivery generally proceeds across four structured milestones:
 - **Phase 1 (Architecture):** Artifact review, operational UX mapping, and structural layout (Revision Milestone 1).
 - **Phase 2 (Structure):** Webflow development, custom layout styling, and framework drafting (Revision Milestone 2).
 - **Phase 3 (Refinement):** Content polishing, technical SEO, JSON-LD schema injection, and compliance review (Final Revision Milestone).
 - **Phase 4 (Handover & Support):** Webflow Editor walkthrough, asset delivery, and commencement of agreed implementation support or ongoing retained policy reviews.
- **Weekly Progress Reviews:** We conduct internal progress reviews every 7 days and provide regular milestone updates.
- **The Learning & Technical Shield:** Where an engagement involves bespoke technical logic, complex API integrations, or intricate regulatory analysis, we reserve the right to apply a 7-day research extension. This ensures

features and governance structures are built safely and robustly rather than rushed. Total project lead times shall not exceed 4 months unless mutually agreed in writing.

- Client Delays: Delays exceeding 14 calendar days in providing required feedback, copy, or milestone sign-offs may result in the project being rescheduled according to our operational availability.

4. Client Responsibilities & Data Accuracy

- Factual Accuracy: The operational effectiveness and legal validity of delivered frameworks depend entirely on the truthfulness and accuracy of the information provided by the Client.
- Implementation & Training: The Client is solely responsible for reviewing, formally adopting, and maintaining all delivered documents, carrying out staff training, and verifying that protocols match real-world daily practice.
- Data Protection: The Client confirms that any personal or special category data shared with us has been gathered and handled in strict accordance with UK GDPR and the Data Protection Act 2018.

5. Intellectual Property & Asset Transfer

- Client Materials: The Client retains all intellectual property rights in logos, trade names, imagery, and business artifacts supplied to us.
- Deliverables: Upon settlement of all outstanding invoices, full ownership of bespoke website designs, written content, and customized policy frameworks transfers to the Client.
- Webflow & Third-Party Platforms: Webflow sites are delivered via workspace transfer, site duplication, or direct client account setup. Ongoing Webflow hosting subscriptions, custom domain fees, and third-party software subscriptions remain the sole financial responsibility of the Client.
- Portfolio Rights: Unless expressly agreed otherwise in writing, we reserve the right to showcase completed Webflow builds, design work, and non-confidential operational case studies within our professional portfolio.

6. Fees, Invoicing & Payments

- Modular Rates: Services are calculated according to our published modular rate categories:
 - Core Modules: £55 per hour
 - Growth Modules: £80 per hour
 - Specialist Modules: £105 per hour
- Invoicing Schedule:
 - Unless otherwise specified in your formal proposal, an initial 50% non-refundable commencement deposit is due before work begins.
 - The remaining 50% balance (plus any pre-approved module additions) is invoiced upon completion of Phase 3 and must be settled in full prior to live publishing, Webflow workspace transfer, or delivery of final editable policy files.
- Payment Terms: Invoices are payable within 7 calendar days of issue via electronic bank transfer (BACS) to the account specified on the invoice.

7. Limitation of Liability & Insurance

- Standard of Care: We provide all services using reasonable skill, professional care, and diligence conforming to recognized UK web and operational standards.
- Professional Indemnity: Copping Unknown maintains Professional Indemnity Insurance up to £250,000.



- Exclusions: We accept no liability for regulatory actions, fines, legal disputes, data breaches, or operational failures arising from:
 - The Client's failure to implement, train staff on, or update the delivered frameworks;
 - Post-handover alterations made to code, Webflow layouts, or policies by the Client or third parties; or
 - Service interruptions, API deprecations, or platform changes caused by third-party hosting services (including Webflow).
- Aggregate Cap: To the fullest extent permitted by English law, our total aggregate liability arising out of or in connection with this Agreement shall be limited to the total fees paid by the Client under the relevant contract. Neither party shall be liable for indirect, special, or consequential loss.

8. Feedback, Complaints & Resolution

- Notification: If a concern arises, the Client agrees to notify us in writing via coppingunknown@gmail.com with the subject line "FORMAL REVIEW".
- Timelines:
 - Acknowledgement: We will acknowledge receipt of the notice within 4 working days.
 - Review: A formal response following review against project logs will be provided within 14 working days.
 - Resolution Window: Both parties commit to acting in good faith to resolve the matter within 28 calendar days.
- Early Termination: If an engagement is ceased early by mutual agreement, a final reconciliation invoice will be calculated based on verified hours completed at agreed modular rates. Any remaining balance from the deposit will be returned, and completed project artifacts will be handed over to the Client.

9. Governing Law & Jurisdiction

This Agreement and any dispute or claim arising out of it shall be governed by and construed in accordance with the laws of England and Wales, and both parties submit to the exclusive jurisdiction of the English courts.