

Terms & Conditions

Social media management package

By becoming a client of IB Social Limited, for Social Media Management, you acknowledge and accept these terms and conditions. These terms outline the expectations and responsibilities of both parties, ensuring mutual protection. Please note that these terms and conditions are subject to change without prior notice, so we advise checking regularly for updates.

At IB Social, we prioritise sustainable success over short-term wins. Our 3-month commitment reflects our strategic approach, recognising that achieving results on social media requires time and consistency.

Each month is paid in advance. Work will only commence once the invoice has been paid.

Content and Services

At IB Social, we tailor social media content based on client instructions provided during the onboarding process. This includes adhering to brand guidelines, social media protocols, target audience specifications, and other relevant directives. Our content is meticulously researched from reputable sources, as well as the client's website. While we strive for accuracy in our social media output, it remains the client's responsibility to ensure the correctness of information on their website.

Although we make every effort to maintain accuracy, it is ultimately the client's duty to verify the content being posted and promptly notify us of any discrepancies. IB Social disclaims liability for any damages resulting from the publication of inaccurate information on your social media platforms. We encourage clients to keep us informed of any news or changes within their business for optimal communication and content alignment.

Owner ship

All content produced by IB Social for the client becomes the copyright of the client, who retains full freedom to reuse this content. However, IB Social retains the right to repurpose and reuse this content, except in cases where it includes client-copyrighted media items provided to IB Social by the client, which are excluded.

Social media accounts established by IB Social on behalf of the client are transferred to the ownership of the client upon receipt of account login details and/or administrative access from IB Social.

Communication

IB Social strives to promptly address all client inquiries, aiming to reply to most tickets and emails within 24 hours during regular business days.

While we make every effort to respond promptly, during busier periods, there may be slight delays, although we prioritise urgent messages whenever possible.

Kindly be advised that IB Social cannot be held liable for any damages or loss of earnings resulting from delays in response exceeding 24 hours.

Payments

IB Social requires upfront payment for monthly, quarterly, or yearly services, processed via card on the day of client sign-up. Subsequently, clients enter into a rolling subscription, with payment debited on the same day each month, quarter, or year, unless alternative arrangements are made. Please note that prorated refunds are not issued for quarterly or yearly plans.

In the event of a failed payment, the client will be promptly notified, and two additional attempts at payment will be made within the subsequent 7 days. If payment remains outstanding, social media posts will cease immediately, unless otherwise agreed upon.

Termination of contract

SMM- If you decide to cancel your contract before the completion of the 3-month term, you can do so by paying an early termination fee, which includes giving one month's notice, paying 50% of the remaining locked-in period, and forfeiting content for the remainder of your contract.

Content shoots- For clients opting for content shoot contracts, early termination incurs an early termination fee, requiring one month's notice and payment of the remaining 50% of the locked-in period if applicable.

Feed Makeovers- If you choose the feed makeover package, it's a one time package where you will receive the relevant templates you have discussed. There will be an upfront cost of 50% and then once completed the remaining 50% will need to be paid.

Brand Design- If you choose a Brand Design, it's a one time package where you will receive the relevant outcomes discussed. There will be an upfront cost of 50% and then once completed the remaining 50% will need to be paid.