Terms of Service

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These terms cover your use of the Lightworkz Media client portal and the services you buy from us. By completing onboarding, signing in, or accepting work from us, you agree to them. If you are agreeing on behalf of a business, you confirm you are allowed to do that.

1. Who we are

Lightworkz Media provides social media strategy, content creation, publishing and reporting. You can reach us at hello@lightworkz.in or on 8838190703.

In these terms, "we" and "us" mean Lightworkz Media. "You" means the business that signs up and the people who use the portal on its behalf.

2. The free audit

Before you buy anything, you can ask us to read your public social profiles and show you what we find. Three things you should know about it:

- We only read what is already public. We never ask for your passwords and we cannot see anything private.
- Instagram and Facebook can only be read for public Pages and business or creator profiles. Private and personal accounts cannot be analysed.
- The audit is an opinion based on public data at a moment in time. It is not a guarantee of results.

The audit is free and carries no obligation. You keep it whether or not you go on to buy a plan.

3. Plans and what is included

Each plan lists exactly what it includes, such as a number of reels, posters or shoot days per billing cycle. Those inclusions are the agreement. Anything beyond them is extra work under clause 5.

Your terms are frozen for your cycle. If we change a plan's price or contents, your current cycle continues on the terms you signed up to. The new terms apply from your next renewal, so a change never lands mid-cycle.

Unused inclusions do not roll over into the next cycle unless your plan says so.

4. Revisions

Each deliverable goes through internal review, then to you. You can request changes, and we will act on them. Where your plan sets a revision limit, we will tell you when you are close to it. Further rounds after that may be quoted as extra work.

5. Extra work

Work outside your plan is agreed with you before it starts. We will tell you the price, and whether it is billed up front, on acceptance, or split. Some extra work may be done free of charge at our discretion, and we will say so clearly when that is the case.

6. What we need from you

We can only work at the speed you can feed us. You agree to:

- give us the brand assets, information and approvals we ask for, in reasonable time
- make sure anything you send us is yours to send, or that you have permission to use it
- give us the access we need to publish, where publishing is part of your plan
- keep your login to yourself and tell us at once if you think it has been compromised

Delays caused by waiting on you do not extend a billing cycle or entitle you to a refund for that cycle.

7. Approval and what it means

When you accept a deliverable in the portal, you are confirming it is correct and ready to use. Once accepted, that piece of work is complete and counts against your plan's inclusions. If you spot a problem after accepting, tell us and we will be reasonable about it, but it may be treated as extra work.

8. Payment

Invoices are payable by the due date shown on them. Where online payment is available you can pay from the portal, otherwise we will confirm your payment once received.

If an invoice goes unpaid past its due date, we may pause new work and limit portal access until it is settled. We will always tell you before we do that.

Prices are in Indian Rupees and exclude taxes unless stated otherwise.

9. Who owns what

Your material stays yours. Logos, brand assets, product information and anything else you give us remains your property.

Finished work becomes yours once paid for. When an invoice covering a deliverable is settled, ownership of that deliverable passes to you, and you can use it however you like.

Our working files stay ours. Project files, templates, internal processes and anything we built before or outside your engagement remain ours. So do stock assets, fonts and music we license, which you get the benefit of through us rather than owning outright.

Unless you ask us not to, we may show finished work in our portfolio and on our own channels.

10. What we do not promise

We will do good work and use reasonable skill and care. We cannot promise particular numbers. Follower counts, reach, engagement and sales depend on your market, your budget, your product and on platform algorithms none of us control. Nobody can honestly guarantee those, and we will not pretend otherwise.

We also do not control the social platforms themselves. If a platform changes its rules, suspends an account or breaks an integration, we will help you deal with it, but we are not responsible for it.

11. Limits on our liability

Nothing here limits liability that cannot lawfully be limited.

Beyond that, our total liability to you for any claim is limited to the fees you paid us in the three months before the claim arose. We are not liable for lost profits, lost revenue, lost data or indirect losses.

12. Confidentiality

Each of us will keep the other's confidential information to ourselves and use it only for the work. This does not cover information that is already public, that you or we already had, or that we are legally required to disclose.

13. Ending the engagement

Either of us can end a rolling engagement by giving notice before the next renewal date. Ending it does not entitle you to a refund for the cycle already running, and any work already delivered or in progress remains payable.

We may suspend or end the engagement immediately if invoices go unpaid after we have chased them, or if the work would require us to break the law or a platform's rules.

On ending, you keep everything you have paid for. Ask us and we will hand over your files.

14. Your data

How we handle personal data is set out in our Privacy Policy, which forms part of these terms.

15. Changes to these terms

We may update these terms. When we do, we publish a new version here and ask you to accept it the next time you sign in. The version in force is always the one on this page. If you do not accept an update, you can end the engagement at your next renewal.

16. Law

These terms are governed by the laws of India, and the courts of Chennai, Tamil Nadu have exclusive jurisdiction.

17. Getting in touch

Questions about these terms: hello@lightworkz.in