



Terms and Conditions

Last updated: October 2025

Welcome to XJ MEDIA. These Terms and Conditions outline the rules and regulations for the use of our services and website (www.xjmedia.co.uk).

By accessing this website or engaging our services, you agree to be bound by these Terms and Conditions.

If you do not agree with any part of these terms, you must not use our website or services.

1. About Us

XJ MEDIA

Registered in the United Kingdom

Telephone: 01733 321000

Email: info@xjmedia.co.uk

Website: www.xjmedia.co.uk

2. Our Services

XJ MEDIA provides social media management, digital marketing, content creation, and related consultancy services.

Specific details of deliverables, timelines, and fees will be set out in a separate proposal or service agreement.

3. Client Responsibilities

By engaging XJ MEDIA, you agree to:

- **Provide all necessary information, brand assets, and approvals in a timely manner.**
- **Ensure all content you provide (logos, text, imagery, etc.) is owned by you or licensed for use.**
- **Comply with any relevant advertising standards, data protection laws, and social media platform policies.**

XJ MEDIA is not responsible for delays or performance issues caused by missing information, lack of approvals, or third-party failures.

4. Payments and Fees

- All prices are quoted in GBP (£) and are exclusive of VAT unless otherwise stated.
 - Payment terms are monthly in advance via direct debit.
 - Work will be paused if payment is overdue.
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5. Cancellations and Termination

- XJ MEDIA is instructed on a monthly rolling contract.
- If a client wishes to cancel their agreement, at least 7 days written notice must be provided to give time for the direct debit to be cancelled.
- No refunds are issued for work already carried out or for digital deliverables that cannot be returned.

XJ MEDIA reserves the right to terminate services immediately if a client breaches these Terms or engages in unethical, illegal, or abusive behaviour.

6. Intellectual Property

- All creative work produced by XJ MEDIA (including graphics, posts, campaigns, and strategies) remains the property of XJ MEDIA.
 - XJ MEDIA reserves the right to display completed work for portfolio and marketing purposes.
 - XJ MEDIA may reuse or repurpose graphics, templates, content etc for other clients unless these elements are specifically attributable to a specific client.
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7. Confidentiality

Both parties agree to treat all shared information as confidential and not to disclose it to third parties without prior consent, unless required by law.

8. Data Protection

XJ MEDIA complies with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Personal data will be handled securely and only for purposes related to the provision of our services.

For more details, please refer to our Privacy Policy.

9. Limitation of Liability

- **XJ MEDIA will not be liable for any indirect, incidental, or consequential loss arising from the use of our services.**
 - **We cannot guarantee specific outcomes (e.g., follower growth, engagement rates, or sales increases), as these depend on factors outside our control.**
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10. Third-Party Platforms

Our services may involve third-party tools (such as Facebook, Instagram, or scheduling platforms).

XJ MEDIA is not responsible for outages, changes, or restrictions imposed by these platforms.

11. Governing Law

These Terms and Conditions are 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.

12. Changes to These Terms

We may update these Terms and Conditions from time to time.

Any updates will be posted on this page with the revised date, and continued use of our services constitutes acceptance of the new terms.

**If you have any questions about these Terms and Conditions, please contact us at:
info@xjmedia.co.uk | 01733 321000 | www.xjmedia.co.uk**