

**DIGIGO STUDIO · POLICY**

# Company Policy

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The terms under which DigiGo Studio engages clients, scopes work, takes payment, delivers digital goods, and protects both sides. Effective from the date below.

## 1. Engagement & scope

Every engagement begins with a written scope of work (SOW) describing deliverables, acceptance criteria, milestones, timelines, and total fees. Work commences only after both parties have countersigned the SOW and the agreed advance payment has cleared in our account.

Any work outside the SOW is treated as a change request. Change requests are scoped, quoted, and only begun after written approval and (where applicable) additional advance payment.

## 2. Payment terms

All fees are stated in the SOW. Invoices are payable within seven (7) days of issue. Overdue invoices accrue interest at 1.5% per month or the statutory maximum, whichever is lower. We reserve the right to pause work on accounts with overdue balances and resume only after settlement.

## 3. Advance & milestones

DigiGo Studio requires an advance payment of 50% to 100% of the total project fee before any production work begins. 50% is standard for milestone-based custom builds; 75% for short engagements under four weeks or where significant third-party costs are fronted; 100% for all downloadable digital goods and fixed-price packages under a defined threshold.

The advance is non-refundable once production work has commenced — see the Refund Policy for the full statement.

## 4. Digital goods

Digital goods means any product delivered electronically: source code, compiled applications, design files, brand kits, templates, photography, video, presets, fonts, datasets, documentation, and packaged exports.

Because digital goods cannot be returned once transferred, all digital-goods orders are charged at 100% in advance and are final and non-refundable once delivery has occurred.

## 5. Delivery & acceptance

Deliverables are submitted at milestones defined in the SOW. The client has seven (7) business days to review each delivery and submit written feedback. If no feedback is received within that window, the deliverable is deemed accepted and the corresponding milestone is closed.

## 6. Revisions

Each milestone includes the revision rounds specified in the SOW (typically two). Additional rounds, or revisions that materially alter accepted work, are billed at our published hourly rate and require written approval before work begins.

## 7. Intellectual property

Upon receipt of full payment of the total project fee, all final deliverables created specifically for the client under the SOW transfer to the client as a perpetual, worldwide license. Prior to full payment, all work-in-progress remains the property of DigiGo Studio.

DigiGo Studio retains ownership of internal tooling, frameworks, pre-existing components, design system primitives, and third-party assets licensed by the client through DigiGo Studio.

## 8. Confidentiality & NDAs

We treat all client information as confidential by default. We will sign mutual NDAs on request and observe industry-standard confidentiality practices for the duration of the engagement and for two (2) years after its conclusion.

## 9. Data & privacy

When client data is processed during an engagement, it is held only for the duration of the engagement and the warranty period, and is deleted from our systems on request or within ninety (90) days of project closure, whichever is sooner.

We do not sell or share client data with third parties except where required to deliver the engagement or compelled by law.

## 10. Security

We follow industry-standard practices for credential handling, secrets management, least-privilege access, and code review. Production credentials supplied by the client are stored in encrypted secret stores and rotated on disengagement.

## 11. Third-party services & costs

Project fees do not include third-party costs (hosting, domain, plugins, paid APIs, stock media, licensing, advertising spend) unless explicitly itemized in the SOW. These costs are passed through at cost or paid directly by the client.

## 12. Timelines & delays

Timelines stated in the SOW assume timely responses from the client, prompt access to required systems, and the delivery of agreed-upon materials. Delays caused by the client extend timelines on a day-for-day basis and may trigger re-scoping if cumulative delay exceeds two (2) weeks.

## 13. Warranty & support

We warrant delivered work against defects in workmanship for thirty (30) days after acceptance of the final milestone. Bug fixes to delivered code within this window are free of charge. Feature changes, scope additions, and post-launch maintenance are billed separately.

## 14. Limitation of liability

DigiGo Studio's aggregate liability under any engagement is limited to the total fees paid by the client under the SOW giving rise to the claim. We are not liable for indirect, consequential, or incidental damages.

## 15. Termination

Either party may terminate an engagement in writing for material breach if the breach is not cured within fourteen (14) days of written notice. On termination, the client pays for all work completed up to the termination date plus any third-party costs already incurred. Advance payments are non-refundable per the Refund Policy.

## 16. Disputes & governing law

The parties will attempt in good faith to resolve any dispute through direct negotiation. Unresolved disputes will be referred to mediation before any litigation. This policy is governed by the law of the jurisdiction stated in the SOW; absent that, the law of the jurisdiction of DigiGo Studio's principal place of business.

## 17. Changes to this policy

We may update this policy from time to time. The version in force for any given engagement is the version published on this page as of the SOW execution date. Active engagements are not retroactively bound by later revisions.

## **18. Contact**

Questions about this policy: contact us via [digigostudio.lovable.app/contact](https://digigostudio.lovable.app/contact).