



WEBSITE TERMS & CONDITIONS

EFFECTIVE DATE	31 JULY 2026
COMPANY	RADIANT ARC LTD
CRN	17156954

Creative branding, business research and consultancy

radiant-arc.co.uk

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Introduction

Welcome to Radiant Arc Ltd ("Radiant Arc", "we", "our" or "us"). These Website Terms and Conditions ("Terms") govern access to and use of <https://radiant-arc.co.uk> (the "Website").

By accessing, browsing or using the Website, you confirm that you have read, understood and agree to these Terms. If you do not agree, you must not use the Website. These Terms apply to all visitors and users. Separate written terms, proposals or Statements of Work may apply when services are commissioned; if there is a conflict, the signed service agreement will take priority for that engagement.

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Company Information

The Website is operated by Radiant Arc Ltd, a company registered in the United Kingdom under company number 17156954.

Registered office: 71-75 Shelton Street, Covent Garden, London, WC2H 9JQ, United Kingdom.

Email: tristan@radiant-arc.co.uk

Website: <https://radiant-arc.co.uk>

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About Our Services

Radiant Arc is a creative branding and business consultancy agency. Our services may include brand strategy development, visual identity design, brand experience design, business research consultancy, creative consulting for marketing agencies, and ongoing support and consulting.

Descriptions on the Website are general information only. They do not constitute a binding offer, guarantee a particular result, or replace advice tailored to a client's circumstances.

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Eligibility

By using the Website, you confirm that you are at least 18 years old, have legal capacity to enter into binding agreements, or have authority to act for the business or organisation you represent.

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Website Access

We aim to keep the Website available and secure but do not guarantee uninterrupted, timely or error-free access. We may suspend, withdraw, restrict or amend any part of the Website, its content or its functionality without prior notice. We are not liable for Website unavailability to the extent permitted by law.

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Acceptable Use

You must not use the Website in any way that is unlawful, fraudulent, harmful or infringes the rights of others. In particular, you must not:

- attempt unauthorised access to the Website, hosting environment, accounts or connected systems;
- introduce viruses, malware or other harmful code, or interfere with Website operation or security;
- carry out denial-of-service activity, automated scraping, data mining or similar automated access without written permission;

- copy, republish or exploit Website content contrary to these Terms;
- impersonate another person or organisation, submit false information, transmit spam, or use the Website to harass others.

7 Intellectual Property

Unless stated otherwise, all intellectual property rights in the Website and its content are owned by, or licensed to, Radiant Arc. This includes the Website design, logos, icons, graphics, photography, brand assets, text, blog articles, downloads, documents, layouts and source code where applicable.

You may view the Website, print pages for personal reference, and download resources expressly made available for that purpose. You must not reproduce, republish, distribute, sell, modify, create derivative works from, remove rights notices from, or commercially exploit any content without our prior written permission.

Client project deliverables and their ownership or licence terms are governed by the applicable proposal or written agreement. Third-party materials remain subject to their owners' rights and licence terms.

8 Portfolio and Case Studies

Portfolio items and case studies are presented to illustrate our capabilities. Unless expressly stated, they do not promise equivalent outcomes for another client. Client names, marks and project materials remain the property of their respective owners and are displayed only where we have a lawful basis or permission to do so.

9 Enquiries and Contact Forms

Submitting an enquiry, quotation request or contact form does not create a contract, oblige us to accept work, or guarantee a response or availability. We may decline an enquiry at our discretion. You must provide accurate, lawful and non-misleading information; false, infringing or abusive submissions may be refused or removed.

We may use information submitted through the Website to assess and respond to your enquiry, prepare a quotation, and communicate about requested services in accordance with our Privacy Policy.

10 Proposals, Scope and Deliverables

Services are subject to a written proposal, quotation, Statement of Work or other agreement. Scope, deliverables, dependencies, assumptions, revision limits and acceptance criteria may vary by project. Any change to scope may require revised fees and timelines.

Quotations and Website pricing are estimates unless expressly stated as fixed. Prices may change before acceptance. Timelines are estimates and may depend on timely client feedback, access, approvals, materials and third-party services. Additional work outside the agreed scope is chargeable.

11 Payments

Unless the applicable proposal states otherwise, fees are payable in pounds sterling (GBP). A deposit may be required before work begins, and final payment may be required before final files, credentials, publication or delivery. Payment methods and due dates will be stated on the proposal or invoice.

Late or overdue amounts may incur interest, recovery costs or suspension of work where permitted by the applicable agreement and law. Applicable taxes will be added where required. We will not store payment-card details unless expressly stated and handled through an authorised payment provider.

12 Client Responsibilities

Where services are commissioned, the client is responsible for providing complete and accurate information, timely feedback and approvals, necessary access and permissions, and lawful materials. Delays or errors caused by missing, late or inaccurate client inputs may affect fees, scope and delivery dates.

13 Third-Party Services

The Website or our services may use or integrate third-party tools and platforms, such as Google Analytics, Google Fonts, Microsoft 365, Adobe, Canva, Mailchimp, Calendly, Stripe or PayPal where applicable. Availability and functionality may depend on those providers and are subject to their own terms and policies.

Mentioning a provider does not mean every listed service is currently enabled. We are not responsible for changes, outages, security incidents or acts of third-party providers beyond our reasonable control.

14 External Links

The Website may link to social media, client websites, partner websites and other third-party resources. Links are supplied for convenience only. We do not control or necessarily endorse third-party content, availability, security or privacy practices, and use of external websites is at your own risk.

15 Accuracy and Availability of Content

We take reasonable care when preparing Website content but do not warrant that it is complete, current, error-free or suitable for a particular purpose. We may correct, update, remove or change content without notice. Portfolio information, service descriptions, insights and blog articles may become outdated.

16 No Professional Advice

Website information is provided for general purposes only and is not legal, financial, accounting, tax, investment or other regulated professional advice. Branding, marketing, research and business information should not be treated as a guarantee of commercial performance. Obtain appropriate independent advice before making important decisions.

17 Downloads and Documents

Downloads are provided for general use or for the purpose expressly stated. Unless we agree otherwise in writing, they are not bespoke advice and may not be resold, redistributed, published, modified or used to create competing materials. You are responsible for checking that downloads are suitable and safe for your systems.

18 Privacy and Data Protection

Personal information collected through the Website is handled in accordance with our Privacy Policy and applicable data protection law, including the UK General Data Protection Regulation and the Data Protection Act 2018. Please read the Privacy Policy for details of the information we collect, why we use it, retention, sharing and your rights.

19 Cookies

The Website may use essential cookies necessary for operation and, subject to consent where required, analytics or marketing cookies. Our Cookie Policy and cookie banner provide further information and available controls. Withholding optional consent may affect certain non-essential features but should not prevent basic access.

20 Website Security

We use reasonable measures to protect the Website, but internet systems and transmissions cannot be guaranteed secure. We do not warrant that the Website, downloads or linked resources will always be free from viruses, vulnerabilities or harmful components. You should use appropriate security software and safeguards.

21 Disclaimer of Warranties

To the fullest extent permitted by law, the Website and its content are provided on an 'as is' and 'as available' basis. We exclude implied warranties, representations and conditions relating to accuracy, availability, fitness for purpose and non-infringement, except where they cannot lawfully be excluded.

22 Limitation of Liability

Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any liability that cannot lawfully be excluded or limited.

Subject to the paragraph above and to the fullest extent permitted by law, we are not liable for indirect or consequential loss, loss of profit, revenue, business, opportunity, goodwill, anticipated savings or data arising from use of, or inability to use, the Website or reliance on its content. We are not responsible for third-party websites or services. Liability arising from paid services is governed by the relevant written agreement.

23 Indemnity

To the extent permitted by law, you agree to reimburse Radiant Arc for reasonable losses, liabilities, claims, damages and costs arising from your unlawful misuse of the Website, infringement of third-party rights, or material breach of these Terms. This clause does not apply where prohibited by law.

24 Force Majeure

We are not liable for delay or failure caused by events beyond our reasonable control, including fire, flood, natural disaster, pandemic, labour disruption, internet or utility outage, cyber attack, third-party platform failure, government action or restriction. We will use reasonable efforts to reduce the impact where practicable.

25 Suspension and Termination

We may suspend or terminate access, remove submitted content, refuse enquiries or take other reasonable action where a user breaches these Terms, acts unlawfully, threatens security, interferes with the Website, or exposes us or others to risk. Termination of paid services is governed by the applicable service agreement.

26 Changes to the Website and These Terms

We may update these Terms, amend the Website, modify services or remove content from time to time. Updated Terms take effect when published unless another date is stated. You should review this page periodically. Continued use after an update constitutes acceptance of the revised Terms.

27 General Provisions

If any provision is found unlawful or unenforceable, it will be modified to the minimum extent necessary or removed, and the remaining provisions will continue in effect. A failure or delay in enforcing a right is not a waiver. You may not assign rights under these Terms without our written consent; we may assign them as part of a reorganisation, sale or transfer of the Website or business.

These Terms constitute the entire agreement concerning use of the Website and replace prior discussions on that subject. They do not replace separate written terms governing commissioned services. No person other than you and Radiant Arc has rights to enforce these Terms under the Contracts (Rights of Third Parties) Act 1999.

28 Governing Law and Jurisdiction

These Terms and any non-contractual obligations arising from them are governed by the laws of England and Wales. The courts of England and Wales have exclusive jurisdiction over disputes arising from or connected with these Terms, subject to any mandatory rights that cannot legally be restricted.

29 Contact Us

Questions about these Terms may be sent to:

Radiant Arc Ltd
Company Registration Number: 17156954
71-75 Shelton Street
Covent Garden
London WC2H 9JQ
United Kingdom

Email: tristan@radiant-arc.co.uk
Website: <https://radiant-arc.co.uk>