How your agency partnership works

PixelCrayons | Sample agreement companion | 9 October 2026

This short guide explains the proposed agreement pack. It does not replace the signed agreement or SOW. Proposed legal terms and unfilled fields must be settled before signature.

One contact, clear responsibilities

Your account manager coordinates the delivery team and sends weekly updates while work is active. You have a named escalation contact. Your agency controls the client relationship, approves the work and decides what is presented under your brand. We agree working hours, channels and response targets before starting.

Before you pay

We agree the work, quantities, exclusions, price, dates, required inputs and acceptance checks. The quote identifies required software or usage costs. Standard setup, coordination and QA are included. Any new requirement or extra spending needs your approval.

Four steps

1. **Share the brief.** Send what you need, the available inputs and target date. We identify missing information.

2. **Agree the proposal.** Confirm the SOW, payment schedule, review process and contractual terms.

3. **Review the work.** Receive progress updates and review deliverables against the agreed checks. Tell us what does not meet the scope.

4. **Approve and receive handover.** Authorise release and receive the agreed files, access and operating notes.

If something is wrong

We correct failures against agreed scope without charging again or using up paid review rounds. Development work, including website builds and AI implementations, includes 30 days of corrective maintenance after production launch (updated 13 October 2026 to the 30-day window). Qualifying issues reported in that window remain open until resolved. You do not need to buy support to receive these corrections.

If delivery cannot be resolved, the agreement provides for a refund of prepaid undelivered work at values agreed before payment. The review draft proposes an itemised reconciliation and a 15-calendar-day deadline for an undisputed refund. Those proposed timings must be approved in the final agreement.

This is not a guarantee of sales, rankings or campaign returns. It is a commitment to the work and remedy you agree with us.

What commitment are you making?

Arrangement	Commitment
Fixed project or pilot	One agreed project; no automatic subscription
Monthly deliverables or care	Monthly; cancel before the next billing date
Shared/change hours	Monthly; up to 50% carries into the next active month under the agreed rules
Dedicated specialist	First month standalone; continued staffing has 30 calendar days' notice

Work we owe is not the same as time you chose not to use. We agree how Provider-caused delays or unavailable capacity will be completed, replaced, credited or refunded.

Your information and client relationship

An NDA can be agreed before confidential information or access is shared. We do not contact your clients or publish their work without your permission. You control the client-facing relationship. Confidentiality, client protection, ownership and access boundaries are recorded in the agreement.

Do not send passwords, confidential customer records or payment details through the public inquiry form. We agree a secure route when access is needed.

Which documents should you review?

- The sample Agency Services Agreement explains the common legal and commercial terms.

- Your SOW states exactly what you are buying and what you need to provide.

- The applicable service schedule explains recurring outputs, hours, capacity or platform-specific responsibilities.

A sample is for discussion. It is not a signed commitment or a substitute for the final project scope.