

# FORELUM CLIENT TERMS & POLICIES - VERSION 2026.1

## Purpose

These terms describe how Forelum website projects are handled. They are intended to keep the project clear, practical, and fair for both the client and Forelum.

## Payment and Production Start

Business projects are paid before production begins. Signature projects require a deposit before production begins and the remaining balance before launch, transfer, or final delivery. Production may begin the same day payment clears when scheduling allows.

## Refund Policy

Payments become non-refundable once production begins because Forelum provides custom strategy, design, writing, layout, setup, and production work. Any refund consideration before production begins is handled at Forelum's discretion.

## Project Scope

The project includes only the selected package, listed pages or sections, selected enhancements, and included revision rounds shown in the Project Scope Summary. Items not listed are not included unless Forelum agrees in writing.

## Revisions

Business projects include one revision round. Signature projects include two revision rounds. A revision round means one consolidated list of requested changes. Additional revision requests, scattered ongoing adjustments, major redesign requests, new pages, new features, or new content may require additional fees.

## Client Responsibilities

The client is responsible for providing accurate business information, contact details, service descriptions, claims, credentials, legal language, media rights, approvals, and timely feedback. Forelum may help organize or rewrite information, but the client remains responsible for accuracy and rights to use supplied materials.

## Delays and Abandoned Projects

Missing content, missing feedback, missing approval, or missing payment may pause the project timeline. If the client becomes unresponsive, Forelum may pause the project. Restarting a delayed or abandoned project may require updated scheduling or additional fees.

## Support Window

Business projects include 14-day defect support. Signature projects include 30-day defect support. Defect support covers Forelum-created issues such as broken links, missing images, setup errors, or layout problems caused by Forelum. It does not include new content, redesigns, new pages, new features, marketing work, SEO campaigns, or ongoing maintenance.

## Monthly Care and Future Work

Ongoing updates, content changes, promotions, new images, new services, new pages, marketing assistance, and other future work are not included unless purchased separately through Monthly Care or a new project/change order.

## Launch, Approval, and Delivery

Before launch or final delivery, the client is expected to review the website and confirm approval. Approval means the project is accepted, subject only to defect support during the applicable support window. Full payment must be received before final launch, transfer, export, or delivery.

## Ownership and Forelum Materials

After full payment clears, the client receives ownership rights to the final approved website deliverables prepared for that project. Forelum retains ownership of internal systems, tools, templates, workflows, preview-generation methods, reusable frameworks, unpaid work, and non-final concepts.

## **Preview Use**

Previews are demonstrations and remain Forelum property until purchased. A preview is not a free finished website and may not be copied, deployed, recreated, or reused without written permission from Forelum.

## **No Guarantees**

Forelum does not guarantee search rankings, traffic, leads, sales, revenue, customer response, platform approval, third-party performance, or business results. Forelum provides professional website and business presentation services.

## **Signature Market Protection**

When included in a Signature project, market protection may limit Forelum from accepting future Signature work that directly conflicts with the client within an agreed business category and service area. The exact protection, if any, is defined in the Project Scope Summary.

## **Communication**

The client is responsible for maintaining a working Primary Project Email and notifying Forelum of changes. Forelum may use that email for project communications, approvals, delivery notices, support notices, and other project-related communications.

Electronic signing option: This document may be signed using SIGN IT available through WebToolChest.com and returned by email.