The Mosaic Link Terms of Service

1. About these terms

These terms apply to every service you book with The Mosaic Link. If you book, pay or tick the box to accept, you're agreeing to them.

The Mosaic Link is a trading name of Sharlin Bissick, a sole trader based in Croydon, United Kingdom. In these terms, "we", "us" and "our" mean The Mosaic Link, and "you" means the person or business booking.

Contact: info@themosaiclink.com or 07846 760917

These terms cover using our website, booking a free discovery call, and these paid services:

- Business Build Power Hour
- VIP Build Day
- Launch the Damn Thing
- Growth Partnership
- Any other project or hourly work we quote you for

If your proposal, quote or booking page says something different from these terms, the proposal or quote wins for that piece of work.

2. Booking and payment

Your booking is confirmed once we've received your payment, or the first instalment if you're on a payment plan. We don't hold dates or start work until then.

- **Prices** are the ones shown on the booking page, proposal or quote at the time you book.
- **VAT:** The Mosaic Link is not VAT registered, so no VAT is added to our fees.
- **How to pay:** by card through our online checkout, or by bank transfer when we invoice you.
- **Invoices** are due within 7 days unless your proposal says otherwise.
- **Payment plans:** if you're paying in instalments, each one is due on the date we agree. If a payment is missed, we can pause the work until it's paid.
- **Late payment (business clients):** we may charge interest and recovery costs on overdue invoices under the Late Payment of Commercial Debts (Interest) Act 1998.

- **Expenses:** third-party costs like software, subscriptions, domains or freelancers are not included unless the proposal says so. We'll always agree them with you before spending anything.

Refunds: where you're owed a refund, it goes back to the card or account you paid with within 10 working days.

3. Your 14-day cooling-off right (consumers only)

If you're booking as an individual rather than as a business, you have the right to cancel within 14 days of booking without giving a reason. This comes from the Consumer Contracts Regulations 2013. If you're booking for your business, this section doesn't apply.

- If your session or work is booked to start within those 14 days, we'll ask you to confirm that you want it to start early.
- If you cancel within the 14 days and nothing has been delivered yet, you'll get a full refund.
- If some of the work has already been delivered, we'll take off a fair amount for what you've received.
- If the service has been fully delivered within the 14 days, you lose the right to cancel.
- To cancel, email info@themosaiclink.com. We'll refund you within 14 days, using the same method you paid with.

4. Service-specific terms

Free discovery call

- A free, no-obligation conversation on Zoom to see whether we're the right fit. It's not coaching or consulting, and nothing said on the call counts as formal advice.
- You'll fill in a short form when you book.
- **Moving or cancelling:** please let us know at least 24 hours before, using the link in your confirmation email or by email.
- **Missed calls:** if you miss the call, we'll offer you one chance to rebook. Any booking after that is at our discretion.
- If we need to move the call, we'll tell you as early as we can and offer you a new time.
- Calls aren't recorded unless we ask you first.

Business Build Power Hour (£147)

- A private 60-minute Zoom session on one business problem, decision, idea or project, paid in full when you book.
- You'll fill in a short pre-session form when you book. Please complete it honestly and on time so we can make the most of the hour.
- Your personalised action plan arrives by email within 3 working days of the session.
- If something bigger comes up, we'll tell you the best next step. Any further work is quoted separately.
- Discount codes can only be used at the time of booking and can't be swapped for cash.
- **Rescheduling:** you can move your session once, to a date within 30 days, using the link in your confirmation email. You need to give at least 24 hours' notice.
- **Cancelling:** cancel with at least 24 hours' notice by emailing info@themosaiclink.com and you'll get a full refund.
- **Late cancellation or no-show:** with less than 24 hours' notice, or if you don't turn up, the session counts as used and isn't refunded.
- **Running late:** if you join late, the session still ends at the booked time and there's no refund for the missed time.
- Please join from somewhere you can talk freely and share your screen if needed.

VIP Build Day (£850)

- Six hours of dedicated implementation on one agreed project. You also get a pre-build planning call, a recorded walkthrough with instructions, up to one hour of follow-up and seven days of email support for anything within the agreed scope.
- **Payment:** pay £850 in full, or pay £425 to secure your date and £425 no later than 48 hours before your VIP Day. If the balance isn't paid by then, we can move or cancel the day.
- **Your materials:** everything we need (logins, content, assets, brand files) has to reach us at least 5 working days before the day. If it arrives late or incomplete, we may need to reduce what we can build or move the date.
- **Rescheduling:** you can move your day once, as long as you give at least 5 working days' notice. You can't move it with less notice than that, and the day goes ahead or is lost.
- **Cancellation:** if you cancel with at least 5 working days' notice, we'll refund what you've paid minus a £147 prep fee, which covers the planning call and preparation. If you cancel with less notice, nothing is refunded.

Launch the Damn Thing (from £1,500)

- Done-for-you project management and implementation for one defined project. The outcome, scope, timeline and price go in your proposal.
- **Payment:** 50% upfront to book and start the project, then 50% at handover. If your proposal sets out a different payment plan, the proposal applies.
- **Timelines** depend on you getting feedback, approvals and materials to us on time. If those arrive late, the dates move with them.
- **Cancellation:** if you cancel once the project has started, you pay for the work done up to that point. The upfront payment isn't refunded unless the work done is worth less than it.
- **Handover:** the project is complete once we've delivered what the proposal lists and handed it over to you. If you don't respond to the handover within 14 days, the project counts as accepted and the final payment is due.

Growth Partnership (from £1,200 a month)

- Ongoing strategic and hands-on support, set out in your proposal. It includes a monthly strategy call, agreed priorities and milestones, delivery, coordination and a monthly progress review.
- **Minimum term:** 3 months.
- **Payment:** monthly in advance, on the date we agree.
- **Ending it:** after the first 3 months, either of us can end the partnership with 30 days' written notice. Email is fine.
- **What's covered:** your proposal sets out what's included. Work outside that gets quoted separately or goes into an agreed higher monthly fee. Unused time doesn't roll over or get refunded.

5. Your part, scope and changes

To get you results, we need you involved. You agree to:

- give us accurate information, plus the access, logins and materials we need, on time
- turn round feedback and approvals within the timeframes we agree
- make sure you have the right to use any content, images or materials you send us
- keep your own backups of your systems, files and data
- make your own decisions about your business, including any legal, financial or tax decisions

Scope: we deliver what's in your booking, proposal or quote. If you ask for something extra, we'll tell you it's outside scope and give you a price or timeline before we do it.

Results: we put everything into the work, but we can't guarantee things that depend on you, your market or other people, such as revenue, sales, sign-ups or launch numbers.

Our team: Sharlin does the client work herself. If someone from our team is brought in to help, we'll tell you first, and they'll follow the same confidentiality rules.

Third-party tools: we often work inside platforms like GoHighLevel, ClickUp, Zoom or Canva. Those tools have their own terms, and we're not responsible for their outages, price changes or changes to how they work.

6. Our commitments

If we need to reschedule: if Sharlin is ill or something outside our control comes up, we'll let you know as soon as we can and offer you the next available date. If none of the new dates work for you, you'll get a full refund for anything not yet delivered.

Ending work early: we can end an agreement if you don't pay, if you're abusive to us or our team, or if you seriously break these terms. You pay for work done up to that point, and we refund anything you've paid for work we haven't done.

Who owns what: once you've paid in full, you own the final deliverables we create specifically for you. We keep ownership of our own methods, frameworks (including The Mosaic Method™), templates and know-how. You can use any of those that we include in your deliverables for your own business, but you can't resell or share them as your own product.

Portfolio: we may mention that we've worked with you, or share examples of the work, unless you tell us you'd rather we didn't. We won't share anything confidential.

Confidentiality: we keep your business information, logins and data confidential, both during our work together and after it. We'll ask you to share logins securely, and we recommend changing passwords once the work is finished.

AI tools: we use AI tools to help with planning, drafting and building. A person always reviews the work, and we don't put your confidential data into public AI tools without your agreement.

Recordings: We only record Zoom sessions if you've agreed first, for example so we can create your action plan, walkthrough or notes. We keep routine recordings for up to 90 days unless they form part of your deliverables. You can say no to a recording at any time.

Your data: our Privacy and Cookie Notice explains how we collect and use your personal information.

7. Liability and the legal bits

Liability: our total liability to you for any piece of work is limited to the fees you paid us for that work. We're not liable for indirect losses such as lost profits, lost data or lost opportunities. Nothing in these terms limits liability for death or personal injury caused by negligence, for fraud, or for anything else the law doesn't allow us to limit. If you're a consumer, your statutory rights aren't affected.

Complaints: if something isn't right, email info@themosaiclink.com and tell us. We'll reply within 5 working days and work with you to put it right.

Changes to these terms: we may update these terms from time to time. The version in place when you booked applies to that booking.

Law: these terms are governed by the law of England and Wales, and the courts of England and Wales deal with any disputes. If you live in Scotland or Northern Ireland, you can also bring a claim in your local courts.

8. Using our website

These terms also apply when you use themosaiclink.com or our link page at themosaiclink.org, or fill in one of our forms.

- You're welcome to browse, read and share links to our pages.
- Please don't use the site unlawfully or to mislead anyone, try to break, overload or get unauthorised access to it, or submit forms with someone else's details or with false or spam information.
- We work to keep the site accurate and available, but we can't promise it will always be error-free or online. Content can change or be removed at any time.
- Everything on the site, including The Mosaic Method™, templates and downloads, belongs to The Mosaic Link or is used with permission. You can't copy, sell or republish it without our permission.
- Website content is general information, not advice tailored to you. Decisions you make based on it are your own.
- We don't control or endorse other websites we link to, and we're not responsible for their content or how they use your data.

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