

# Subscription Terms & Conditions

Connor & Co.

Effective Date: **[Insert Date]**

This Addendum is governed by and incorporated into the Master Services Agreement between Connor & Co. (“Company”) and the subscribing client (“Client”).

## 1. Subscription Model

The Development Subscription provides ongoing design and development services for a flat monthly fee.

The subscription operates on a **one active request at a time** basis.

Client may submit unlimited tasks to the request queue. Company will work on only one active task at any given time unless otherwise agreed in writing.

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## 2. Included Services

Subscription services may include:

- UI/UX design in Figma
- Webflow development and updates
- Next.js frontend feature development
- Minor backend integrations
- Performance optimization
- Bug fixes
- Landing page builds

**Excluded Services** include:

- Full application rebuilds
- Major architectural overhauls
- Mobile application development
- Emergency or 24/7 support
- Third-party licensing costs

Company reserves the right to determine whether a request falls within subscription scope.

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## 3. Turnaround Time

Typical turnaround times are:

- 48–72 hours for smaller tasks
- 3–5 business days for larger tasks

Turnaround begins once:

- Task requirements are clearly defined
- Required assets and credentials are provided
- No outstanding invoices exist

Delays caused by incomplete information or third-party platforms do not count toward turnaround estimates.

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#### **4. Billing and Payment**

Subscription fees are billed monthly in advance.

Payment is due on the same calendar date each month.

Failure to pay within five (5) days may result in immediate suspension of services.

All subscription payments are non-refundable.

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#### **5. Pausing and Cancellation**

Client may pause or cancel at any time.

Cancellation must be submitted in writing before the next billing cycle.

No partial refunds will be issued for unused time in a billing period.

Company may terminate the subscription with fourteen (14) days written notice.

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#### **6. Large Task Clause**

If a single request exceeds approximately twenty (20) business hours of work, Company may:

- Break the request into smaller phases, or
- Recommend converting it into a fixed-price project under a new Statement of Work

The subscription model is intended for incremental development and iteration, not full product builds.

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#### **7. Communication and Access**

Client agrees to provide:

- Clear written task instructions
- Required assets and credentials
- A designated primary point of contact

Company is not responsible for delays caused by internal approval processes.

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## 8. Intellectual Property

Upon payment of applicable subscription fees:

- Completed deliverables created during the subscription period belong to Client
- Company retains ownership of proprietary frameworks, reusable components, and internal tooling

Company may showcase non-confidential work in its portfolio.

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## 9. Independent Contractor Status

Nothing in this Subscription Agreement creates:

- An employment relationship
- A partnership
- An obligation for fixed daily working hours

Company retains discretion over work schedule and execution methods.

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## 10. Limitation of Liability

Company's total liability under the subscription shall not exceed the total subscription fees paid in the preceding three (3) months.

Company shall not be liable for lost profits, revenue interruption, data loss, or third-party infrastructure failures.

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## 11. Capacity and Priority

Connor & Co. operates as a boutique studio.

Subscription capacity may be limited to maintain service quality.

Company reserves the right to manage workload and capacity accordingly.

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## Acceptance

By subscribing to Connor & Co.'s Development Subscription, Client acknowledges acceptance of these Terms & Conditions and the governing Master Services Agreement.

**Connor & Co.****Client**

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: Connor Love

Name: \_\_\_\_\_

Title: Founder

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_