
Terms & Conditions

Effective Date: April 20, 2025

Last Updated: April 20, 2025

Welcome to 20L Media. These Terms and Conditions govern your use of our website <https://20lmedia.in> and our services, including web design, SEO, content marketing, and social media management. By accessing or engaging with us, you agree to these terms in full.

1. Definitions

- “Company”, “We”, “Us”, “Our” refers to 20L Media, based in Pondicherry, India.
- “Client”, “You”, “Your” refers to any person or organization using our website or services.
- “Services” refers to all professional digital marketing solutions offered by 20L Media.

2. Services

We offer:

- Web Design & Development
- SEO Optimization
- Content Marketing
- Social Media Management

All services are customized and may be governed by separate proposals, estimates, or contracts.

3. Acceptance of Terms

By using our services or visiting our website, you confirm that you:

- Are 18 years or older
- Have the authority to enter into this agreement
- Agree to be bound by these Terms and Conditions

4. Intellectual Property

All content, branding, and designs developed by 20L Media (including websites, copy, SEO strategies, and social media assets) are the intellectual property of 20L Media unless transferred explicitly in writing.

Clients may not:

- Copy, reuse, or redistribute content without permission
- Remove credit or copyright notices
- Resell our deliverables without license or contract

5. Client Responsibilities

You agree to:

- Provide accurate information and timely feedback
- Pay fees on time
- Not misuse our services or violate applicable laws
- Maintain a professional line of communication during the project

Delays in communication or approvals may affect project timelines.

6. Payments

- Project-based services require a minimum 50% advance to begin.
- The remaining amount is due upon completion or per milestone basis.
- Late payments beyond 5 business days may incur a 5% late fee.

All payments are non-refundable unless otherwise agreed in writing. For refund terms, please refer to our [Refund & Cancellation Policy].

7. Confidentiality

Both parties agree to maintain confidentiality of:

- Business information
- Strategic documents
- Any shared non-public data

Confidentiality will remain in effect during and after termination of services.

8. Limitation of Liability

While we do our best to deliver results, we do not guarantee:

- SEO rankings
- Revenue increase
- Viral social performance

We are not liable for:

- Losses due to third-party tools or platforms
 - Client mismanagement or misuse of deliverables
 - Delays caused by lack of client input
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9. Termination

Either party may terminate the agreement with written notice of 7 days. Upon termination:

- All unpaid work will be billed
 - Work completed until that point will be delivered
 - Refunds will not be issued for completed services
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10. Website Use

You agree not to:

- Hack, damage, or interfere with our website
- Copy website content for commercial use
- Upload malicious code through forms or links

11. Modifications

We reserve the right to modify these Terms at any time. Continued use of our website or services after changes implies acceptance.

12. Governing Law

These terms are governed by the laws of India, with jurisdiction in Pondicherry.

13. Contact Information

For any questions or concerns, contact:

20L Media

Email: 20lmedia1@gmail.com

Phone: +91 94880 19244

Website: <https://20lmedia.in>
