

Dept. of Aesthetics

Client Services Agreement and Terms of Service

Last updated: October 30, 2026

1. Who this agreement is between

This agreement is between Dept. of Aesthetics ("we," "us") and the client who completes checkout ("you"). By completing checkout you agree to these terms. Your package, price and deliverables are the ones shown on the product page or private checkout link you purchased.

2. Services and deliverables

We deliver the deliverables listed in your package each billing period. Every design, post, reel, story, graphic and logo is created by a human designer; we do not use AI image or video generation in client deliverables. Work not listed in your package is out of scope and can be added through add-ons or a separate quote.

3. Term and minimum commitment

Monthly retainers have a 3-month minimum commitment unless your private link states a different term (for example, a 6-month founding-client commitment). After the minimum, the retainer renews automatically each billing period until either party cancels with 30 days' written notice. Prepaid terms renew at the end of the prepaid period unless cancelled 30 days before renewal.

4. Payment

Retainers are billed in advance at checkout and on each renewal date through Whop. Project deposits (50%) are due at checkout to reserve your project; the balance is invoiced at final delivery or launch and is due within 7 days. If a payment fails and is not resolved within 7 days, we may pause work until the account is current.

5. Your responsibilities

You agree to provide the assets, information, account access and approvals we need, on time. Approvals are due within 48 hours of submission; content not approved in time may move to the next available slot, and missed slots do not roll over indefinitely. You confirm you own or have permission to use everything you send us, including photos, footage, logos and music.

6. Revisions

Each deliverable includes 2 rounds of revisions. Additional revision rounds, or changes to an approved direction, are billed as add-ons. Client-supplied raw footage is capped per package (Presence: 20 minutes per month; Signature: 45 minutes per month; founding packages as stated on your link).

7. Turnaround and rush work

Standard turnaround is set by your monthly content calendar. Rush requests (under 48 hours) are charged at +50% of the item and are subject to availability.

8. Ownership and usage

Once paid in full, you own the final approved deliverables made for you and may use them to promote your business. We keep ownership of our working files, templates, processes and unused concepts. Unless you opt out in writing, we may show your finished work in our portfolio and social media.

9. Results

We commit to the quality, volume and timing of the work. We cannot guarantee specific follow counts, views, engagement, sales or platform algorithm outcomes, which depend on factors outside our control.

10. Cancellations and refunds

Payments for a billing period that has started are non-refundable. Strategy Session fees are non-refundable once the call has taken place, and are credited toward your first month if you sign a retainer within 14 days. Project deposits are non-refundable once work has begun. If we cancel the agreement for reasons other than your breach, we will refund any prepaid amounts for work not yet delivered.

11. Confidentiality

Each party will keep the other's non-public business information confidential and use it only to perform this agreement. Account logins you share are used only to deliver the services and can be revoked by you at any time.

12. Limitation of liability

To the extent permitted by law, our total liability under this agreement is limited to the fees you paid in the 3 months before the claim. Neither party is liable for indirect or consequential damages, including lost profits.

13. General

This agreement is governed by the laws of the State of California. It is the entire agreement about the services and replaces prior discussions. Changes must be in writing (email is fine). If any part is unenforceable, the rest remains in effect. Contact: deptofaestheticsla@gmail.com.