

Artwork & Admin Services

Terms & Conditions

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AT A GLANCE	The full terms below always apply
Payment	Fixed-fee items paid in full upfront, or added to your project invoice
Artwork	Two rounds of pitching, then 2 rounds of design revisions
Artwork ownership	Yours once paid; working files available for a fee
Accounts	Always registered to you; we act on your instructions
Advice	Admin help only; not legal, financial or tax advice

1. About these terms

- 1.1** These terms apply when you book release artwork, design assets, and admin and setup services (such as PRS, distribution and platform account setup) with Pluto Music. "We", "us" and "our" means Pluto Entertainments Limited, a company registered in England and Wales (company number 00931447), registered office c/o Percy Westhead & Company, Hanover House, 30–32 Charlotte Street, Manchester M1 4FD. "You" and "your" means the person or business booking the services.
- 1.2** Please read these terms before you accept a quote. By accepting a quote or paying a deposit you agree to them.
- 1.3** If we have also signed a separate Service Agreement with you for the same project, the Service Agreement takes priority wherever the two differ. Anything specific written in your quote takes priority over these terms.
- 1.4** You can contact us at info@plutomusic.com or through plutomusic.com.

2. Key words used in these terms

- 2.1** In these terms:
- "Quote" means the written quote, proposal or job sheet we send you describing the work, price and timings.
 - "Project" means the work described in your Quote.
 - "Deliverables" means the finished items we hand over to you at the end of the Project.
 - "Artwork" means cover art, single and EP artwork, social media graphics and other design assets described in the Quote.
 - "Admin services" means setup and registration help, for example PRS for Music or PPL registration, distributor setup, Spotify for Artists or YouTube Official Artist Channel claims, and social media or website account setup.
 - "Third-party organisation" means any society, distributor, platform or service provider involved in the Admin services.

- "Working day" means Monday to Friday, excluding bank holidays in England.

3. Quotes and booking

- 3.1** Our Quotes are valid for 30 days from the date they are sent unless they say otherwise.
- 3.2** A contract between us is formed when you accept the Quote in writing (email is fine) and we receive your deposit. Dates and resources are not reserved until both have happened.
- 3.3** Our prices are based on the scope described in the Quote. Work outside that scope is extra and we will tell you the cost before doing it.

4. Artwork

- 4.1** Before design work begins, we will pitch ideas to you based on your brief, with up to two rounds of pitching so we can agree a direction together. Once you have chosen a direction, we will design the Artwork, with 2 rounds of revisions included. A completely new direction after design work has started is charged at £50 per new concept.
- 4.2** Final Artwork will be supplied to the specifications required by streaming platforms (typically 3000 x 3000 pixels) and in any additional sizes listed in the Quote.
- 4.3** Working files (such as layered Photoshop or Illustrator files) are not included unless listed in the Quote. They can be supplied for £50.
- 4.4** You confirm that you own or have permission to use any photographs, logos or other material you supply. We will only use stock images and fonts that are properly licensed for your use.
- 4.5** Platforms have their own artwork rules (for example no blurry images, URLs or misleading logos) and may reject artwork that breaks them. We design with these rules in mind but cannot guarantee a platform's decision.
- 4.6** Once you have paid in full, you own the final Artwork. Third-party stock images and fonts remain subject to their own licences.

5. Admin and setup services

- 5.1** All accounts and registrations will be set up in your name, or your business's name, and you will be the account owner. We act on your instructions to help you complete the process.
- 5.2** You are responsible for the accuracy of all information provided, including legal names, contact details, songwriter splits, ISRCs, release dates and bank details. Please check everything before we submit it.
- 5.3** We will never ask for your bank card details. Where bank details are needed for royalty payments, you will supply them to us in complete confidence. We will use them only to complete that registration, and will permanently delete them from our records as soon as they have been entered.
- 5.4** Membership fees and other charges by Third-party organisations are payable by you directly.
- 5.5** Approval times, decisions and requirements are set by the Third-party organisations. We are not responsible for their delays, rejections or changes to their processes.
- 5.6** Our help is practical admin support. It is not legal, financial, tax or contractual advice. If you are unsure about a contract, publishing deal or tax position, please take independent professional advice.

- 5.7** Any logins you share with us will be stored securely and deleted when the work is complete. We recommend you change your passwords afterwards.

6. Your responsibilities

- 6.1** Please respond promptly to requests for information, verification codes or approvals. Work may be delayed until we receive them.
- 6.2** You must tell us about any existing agreements (such as with a label, publisher or distributor) that might affect registrations.

7. Fees and payment

- 7.1** Fixed-fee items are payable in full before work begins, unless they form part of a larger Project, in which case they are invoiced with that Project.
- 7.2** Invoices are payable within 14 days of the invoice date, either by bank transfer to the account shown on the invoice or through our secure private online payment portal, whichever is agreed at the start of the Project.
- 7.3** We are not currently registered for VAT, so no VAT is charged on our prices. If we become VAT-registered, we will tell you and VAT will be added at the applicable rate to work invoiced after that date.
- 7.4** Third-party costs (for example stock images, fonts or membership fees) are charged in addition to our fees unless the Quote includes them. We will agree these with you in advance.
- 7.5** If a payment is late we may pause work and hold back Deliverables until it is paid. We may also charge interest on overdue amounts at 4% a year above the Bank of England base rate. If you are a business, we may instead claim statutory interest and compensation under the Late Payment of Commercial Debts (Interest) Act 1998.

8. Cancellation and rescheduling

- 8.1** You can cancel before work starts for a full refund. Once work has started, you will pay for the work done to date. Submissions already made to Third-party organisations cannot be undone by us.
- 8.2** Cancellations and rescheduling requests must be made in writing to us.
- 8.3** If we have to cancel or move a booked date, we will offer you the earliest suitable alternative. If none works for you, we will refund any money you have paid for the work affected.
- 8.4** Your cooling-off right as a consumer. If you are booking as an individual for purposes outside your trade or business, and you booked without meeting us in person at our premises, you have a legal right to cancel within 14 days of the contract being formed without giving a reason. Please note:
- if you ask us to start work within those 14 days and then cancel, you must pay for the work done up to the point you told us you were cancelling;
 - if the work is fully completed within those 14 days at your request, you lose the right to cancel;
 - outside this right, the cancellation charges above apply.

9. Credits and showcasing our work

- 9.1** Where our work is released or published, you agree to credit Pluto Music (and, where relevant, the named individuals involved) in the usual way for that type of release, such as in streaming metadata, liner notes, video descriptions or end credits.
- 9.2** Once the work has been publicly released by you, we may use extracts, stills, screenshots and a description of the Project in our portfolio, showreels, website and social media. If you would prefer us not to, tell us in writing before the Project starts and we will respect that.
- 9.3** We will never release or share unreleased work without your permission.
- 9.4** Where appropriate, we may ask for an "Artwork by Pluto Music" credit in release notes or social posts.

10. Files and records

- 10.1** Final Artwork is delivered by download link, active for at least 30 days. We keep Artwork files for 12 months after delivery.
- 10.2** We keep a simple record of what was registered and when, which we can share with you on request.

11. Our responsibility to you

- 11.1** We will carry out the services with every possible and reasonable care and skill, using appropriately experienced people.
- 11.2** Nothing in these terms limits our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or for anything else that cannot legally be limited. If you are a consumer, nothing in these terms affects your statutory rights.
- 11.3** We are not responsible for lost or delayed royalties, rejected registrations or account issues that arise from incorrect information you provided or from the actions of Third-party organisations.
- 11.4** If you are a business, we are not responsible for loss of profit, revenue, business, opportunity or goodwill, or for any indirect or consequential loss.
- 11.5** If you are a consumer, we are responsible for loss you suffer that is a foreseeable result of our breaking these terms or failing to use the care and skill described above, but we only supply our services for private use and are not responsible for business losses.
- 11.6** Subject to the above, our total liability to you in connection with a Project is limited to the total fees you have paid or are due to pay for that Project.

12. Confidentiality and your personal data

- 12.1** We will keep your unreleased material, plans and business information confidential and only share them with team members and freelancers who need them to do the work. They are bound by the same duty of confidence.
- 12.2** You agree to keep our pricing, proposals and internal methods confidential.
- 12.3** We handle personal data in line with UK data protection law and our privacy policy, published at plutomusic.com/privacy.

13. Events outside our control

- 13.1** Neither of us is responsible for delay or failure caused by events outside our reasonable control, such as illness of key personnel, severe weather, power or equipment failure we could not reasonably prevent, travel disruption or government restrictions. If this happens, we will tell each other as soon as possible and agree new dates. If the delay lasts more than 60 days, either of us may end the contract and you will pay only for work completed.

14. Ending the contract

- 14.1** Either of us may end the contract by written notice if the other seriously breaks these terms and does not put it right within 14 days of being asked to.
- 14.2** We may end the contract if you behave abusively or unsafely towards our team or premises.
- 14.3** If the contract ends for any reason, you must pay for work done and costs committed up to the date it ends. Clauses about ownership, payment, confidentiality and liability continue to apply.

15. General

- 15.1** We may update these terms from time to time. The version in force when you accepted your Quote applies to your Project.
- 15.2** You may not transfer your rights under the contract to anyone else without our written agreement. We may use trusted freelancers to carry out parts of the work, but we remain responsible for it.
- 15.3** If any part of these terms is found to be unenforceable, the rest remains in effect. If we do not enforce a right straight away, we can still enforce it later.
- 15.4** Nobody other than you and us has any right to enforce these terms.
- 15.5** These terms are governed by the law of England and Wales and the courts of England and Wales have jurisdiction. If you are a consumer living in Scotland or Northern Ireland, you may also bring proceedings in your local courts.