



Terms of Service

Last updated 22 May 2026

1. Introduction

These Terms of Service ("Terms") govern the relationship between you ("Client", "you") and ORRJO Ltd ("ORRJO", "we", "our", "us"), a company registered in England and Wales under company number 13925853 with registered office at 86-90 Paul Street, London EC2A 4NE. By engaging our services or using our website at orrjo.com, you agree to be bound by these Terms.

Where ORRJO and a Client enter into a signed Services Agreement and Statement of Work, that signed agreement governs the engagement and takes precedence over these Terms in the event of any conflict. These Terms continue to govern any other use of orrjo.com.

2. Services

ORRJO provides B2B growth services including, but not limited to:

- ORRJO Intelligence (market research, ICP definition, and competitive landscape mapping)
- Creative Studio (brand strategy, design, and content production)
- Demand Generation (webinars, multi-channel campaigns, and content marketing)

- Lead Generation (outbound prospecting, appointment setting, and pipeline development)
- ORRJO.**

The specific scope, deliverables, service levels, timelines, and Charges for each engagement are set out in a separate Statement of Work agreed and signed by authorised representatives of both parties before work commences.

3. Engagement Terms

All engagements are subject to the following conditions:

- Work commences only upon mutual agreement of a Statement of Work or signed proposal
- The Client agrees to provide timely access to necessary information, materials, and approvals required for the delivery of services
- Delays caused by the Client's failure to provide required materials or approvals may result in adjusted timelines and additional charges
- ORRJO reserves the right to decline or discontinue any engagement at our discretion

Both parties agree to act in good faith and maintain open communication throughout the engagement.

4. Charges, Taxes and Payment

- All Charges are set out in the relevant Statement of Work and payable as described in it
- Where the Statement of Work is silent, invoices are payable within 14 days of the invoice date
- Invoices are issued on the 1st business day of each month or on the 1st day of client engagement, unless the Statement of Work states otherwise
- All Charges are quoted exclusive of VAT and any other applicable local taxes, which are added at the rate prescribed by law

- Reasonable expenses properly and necessarily incurred by ORRJO in the course of the engagement are reimbursable on production of receipts
- Late payments are subject to the statutory provisions of the Late Payment of Commercial Debts (Interest) Act 1998 where applicable

5. Intellectual Property

Unless otherwise specified in the Statement of Work:

- All intellectual property rights in deliverables created by ORRJO for the Client shall transfer to the Client upon full payment of all associated fees
- ORRJO retains the right to use anonymised case studies and portfolio examples of work completed for the Client, unless otherwise agreed in writing
- Any pre-existing intellectual property, tools, frameworks, or methodologies used by ORRJO in the delivery of services remain the property of ORRJO
- The Client warrants that any materials provided to ORRJO for use in the delivery of services do not infringe upon any third-party intellectual property rights

6. Confidentiality

Both parties agree to maintain the confidentiality of all proprietary and confidential information shared during the engagement. This includes, but is not limited to:

- Business strategies, plans, and financial information
- Client lists, prospect data, and campaign performance data
- Pricing, proposals, and internal processes
- Any information marked or reasonably understood to be confidential

Confidentiality obligations continue at all times during the engagement and thereafter, except where disclosure is required by law or by a regulatory authority. Each party agrees to return or

destroy the other's Confidential Information on request or on termination of the engagement.

ORRJO.

7. Limitation of Liability

To the fullest extent permitted by law:

- Each party's total aggregate liability to the other arising out of or in relation to any Statement of Work shall not exceed 100% of the Charges paid or payable in respect of that Statement of Work, unless a different cap is set in the signed Services Agreement
- Neither party will be liable for indirect or consequential losses
- ORRJO does not guarantee specific outcomes, including any specific number of leads, meetings, or revenue, unless explicitly stated in the Statement of Work
- Neither party will be liable for any failure or delay in performance resulting from causes beyond reasonable control (force majeure). Where such delay continues for three months, either party may terminate by giving 30 days' written notice
- Nothing in these Terms limits or excludes liability for fraud, deceit, dishonesty, death or personal injury caused by negligence, the Client's liability to pay Charges, or any liability that may not be limited or excluded by law

8. Term and Termination

Each engagement runs for the term set out in the Statement of Work. Statements of Work are commonly issued on six (6) or twelve (12) month terms and may include an auto-renewal mechanism and a performance break clause. The Statement of Work specifies the initial term, the notice period required to prevent auto-renewal, and the conditions of any performance break.

- Either party may terminate this Agreement or any Statement of Work with immediate effect on written notice if the other party becomes subject to winding-up or dissolution

- Either party may terminate this Agreement or any Statement of Work for material breach by giving written notice if the other party fails to remedy the breach within thirty (30) days of receiving written notice of it
- Either party may terminate for consistent, material poor performance against the Service Level Agreement on ninety (90) days' written notice, provided a fair opportunity to remedy is given
- Where the Statement of Work includes a performance break clause, either party may exercise that break on the terms set out in the Statement of Work
- On termination, the Client pays for all work completed and in progress up to the date of termination
- Provisions that by their nature survive termination remain in effect, including confidentiality, intellectual property, and limitation of liability

9. Governing Law and Jurisdiction

These Terms, and any signed Services Agreement entered into with ORRJO, are governed by and construed in accordance with the law of England. The parties agree to attempt to resolve any dispute through good-faith negotiation between senior representatives for up to 30 days from the date of notification. Any dispute not resolved that way is subject to the exclusive jurisdiction of the courts of England.

Nothing in these Terms excludes or limits liability that cannot be excluded or limited under applicable law, including liability for fraud or fraudulent misrepresentation.

10. Contact

If you have any questions about these Terms of Service, please contact us:

ORRJO Ltd

86-90 Paul Street, London EC2A 4NE

Companies House: 13925853

ORRJO.
VAT: GB 406 990 969

Email: hello@orrjo.com

ORRJO.

The B2B growth agency that builds brand, creates demand, and books meetings as one integrated system.



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[State of B2B Outbound 2026](#)

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