Tiltely Service Definition and Work Terminology

This document is intended to provide clear and client-friendly definitions of key terms and technical concepts referenced in the Tiltely Service Agreement, Terms and Conditions, and Privacy Policy. The purpose is to eliminate ambiguity and ensure clients fully understand the scope and meaning of each term.

1. Mockups

Definition: A mockup is a visual layout or static design preview of a page or application screen. **Purpose:** It helps the client understand the structure and look of the product before development begins. **Scope:** Changes to mockups should be requested before development starts; changes after approval may incur additional costs.

2. Project Proposal

Definition: A written document outlining the services Tiltely will deliver, timelines, cost estimates, and other expectations. **Purpose:** Serves as the blueprint for the project. Once accepted, it becomes part of the contractual agreement.

3. Project Management (via [Linear](#))

Definition: The process of organizing tasks, deadlines, and communication through a project management tool called Linear. **Purpose:** Ensures transparency and accountability; clients can track progress and updates in real-time. **Scope:** Clients are expected to regularly check Linear and provide timely feedback.

4. Staging Environment

Definition: A private version of the application used for testing features before they go live. **Purpose:** Allows the client to validate changes or features without affecting real users. **Scope:** Clients must approve changes in the staging environment before they are deployed to the production environment.

5. Production Environment

Definition: The live version of the application that is accessible to end-users. **Scope:** Once changes are approved and moved to production, any structural modifications will require a new written agreement and additional payment.

6. Structural Changes

Definition: Modifications that affect the architecture, functionality, or underlying logic of the application. **Scope:** These are not covered once the production deployment is complete unless both parties sign a new agreement.

7. Maintenance Services

Definition: Ongoing support including updates to content (like text or images), server upkeep, and minor adjustments. **Scope:** Includes limited changes as outlined; new features require a separate agreement.

8. Copies

Definition: The written text that appears on the website or application. **Scope:** Client is responsible for submitting the correct copy content during the maintenance process.

9. Credentials

Definition: Usernames, passwords, or other secure information used to access systems or services. **Scope:** The client must safeguard these credentials; Tiltely is not liable for breaches due to mishandling.

10. Source Code

Definition: The original code written by developers to build the application. **Scope:** Clients are not permitted to give third parties access to the source code.

11. Intellectual Property

Definition: Ownership rights over the custom-developed website or app. **Scope:** Full rights are transferred to the client only upon complete payment.

12. Third-Party Services

Definition: External platforms or software (e.g., OpenAI, Google Gemini) integrated to enhance functionality. **Scope:** Tiltely may use these unless explicitly restricted in writing.

13. Force Majeure

Definition: Events beyond control (e.g., natural disasters, wars, or outages) that prevent fulfilling the contract. **Scope:** Neither party is liable for delays caused by such events.

14. Confidential Information

Definition: Sensitive business or personal data shared during the project. **Scope:** Tiltely will protect this information but is not liable for breaches caused by the client's negligence.

15. Deliverables

Definition: The final versions of applications, websites, or digital tools created by Tiltely. **Scope:** Ownership is granted upon full payment and does not include third-party assets without separate licensing.

16. Functionalities

Definition: Features or interactive elements in the application (e.g., login, forms, user dashboards). **Scope:** Once agreed and delivered, further changes require new estimates.

For additional clarification, please contact us at **tilt@tiltely.com**. This document can be referenced in the event of a dispute to demonstrate the intended meaning and use of each term within the scope of our agreements.