

STATEMENT OF WORK

Website redesign for Acme Coffee

Client	Acme Coffee Ltd, 12 Harbour Street, Bristol
Provider	Northwind Studio, 4 Mill Lane, Bath
SOW reference	SOW-014
Date	6 October 2026
Governing agreement	Master Services Agreement dated 1 March 2026

1. Background and objectives

Acme Coffee's current site was built in 2019, is slow on phones and cannot take online orders. The goal is a faster site where customers can order in two taps, and where Acme staff can change the menu without a developer. Success means online orders live by 1 December 2026.

2. Scope of work

#	Deliverable	Description	Format
1	Discovery workshop	One 2-hour workshop with up to 4 Acme staff; written summary	PDF summary
2	Design	Home, menu, order, about and contact pages, desktop and mobile	Figma file
3	Build	5 pages on Webflow with online ordering through Square	Live website
4	Training	One 1-hour session on editing the menu; recorded	Video recording

3. Out of scope

- Copywriting (Acme provides all text)
- Photography
- Logo or brand changes
- Ongoing hosting, maintenance or support after launch
- Integrations other than Square

4. Timeline and milestones

Milestone	Target date	Depends on
Discovery workshop	13 Oct 2026	Acme confirms attendees
Design approved	3 Nov 2026	Feedback within 5 business days of each review
Site launched	1 Dec 2026	All copy and menu data received by 10 Nov

5. Client responsibilities

- Provide all copy, menu items and prices by 10 November 2026
- Give access to the domain, Square and Google accounts within 3 business days of request
- Name one person who gives final approval
- Reply to review requests within 5 business days

6. Review rounds and acceptance

Each design includes two rounds of revisions. A deliverable is accepted when the client approves it in writing, or 5 business days after delivery if no written feedback has been received.

7. Fees and payment

Payment	Amount	Due
Deposit (40%)	€3,000	On signing
Design approved (30%)	€2,250	On approval of design
Launch (30%)	€2,250	On launch

Total fixed fee: €7,500 excluding VAT. Invoices are due within 14 days. Work pauses if an invoice is more than 14 days overdue.

8. Changes to this SOW

Any change to scope, timeline or fees needs a written change request signed by both parties. Extra work is charged at €85 per hour, quoted before it starts.

9. Assumptions

- The site has no more than 5 page templates
- Acme's Square account supports online ordering in the UK
- Content arrives in English only

10. Ownership

Ownership of the final designs and website transfers to Acme Coffee when the final payment is received. Northwind Studio may show the work in its portfolio.

11. Sign-off

	Client	Provider
Name	Maria Lopez	Sam Patel
Title	Owner	Director
Signature		
Date		