

[replace with your own logo]

[insert address details]

Email: [insert email address]

Phone: [insert phone number]  
Mobile: [insert mobile phone numner]

[Ms Client

Acme Company

123 Smith Street

New Smith City]

[insert date]

By email

Dear [Ms Client]

**Letter of engagement – WordPress consultancy**

Thank you for asking us to provide WordPress consultancy services to you in relation to [add brief description of subject matter of job]. It is our pleasure to be working with you. The purpose of this letter is to confirm the nature and scope of the services you require and provide you with our terms of business.

**Services**

You have asked us to [insert description of nature and scope of services].

[*If there is any doubt as to whether something is in scope when you think it is out of scope, you may wish to add the following:*]

[To avoid any confusion, we note that the following matters are *not* within the scope of the services you have requested: [insert description of matters that are out of scope]]

**Timeframe**

We will use reasonable efforts to provide the services to you so as to meet the following timeframe[s]:

[Insert applicable timeframes, if necessary broken down by reference to specific deliverables or outputs.]

**People**

[I will be your point of contact and undertake the bulk of the work] *or* [I will be your point of contact]. Please don’t hesitate to contact me at any time if you would like to discuss or have any questions in relation to the services you require.

**Fees**

[*Note: the following approach is based on charging an hourly rate and by reference to a non-binding estimate, together with a statement that you’ll try to talk with the client if the estimate may be exceeded. Giving an estimate is optional (which is why it’s in square brackets) and will depend on the circumstances; some clients may require an estimate. Note that, under clause 19 of the Terms of business, this first approach to billing is the default approach.]*

[Our fees for the services will be based on our hourly rate of $[X00]. [We estimate that we will be able to provide the services described above for approximately [$*insert estimate*]. If it looks like we may exceed the estimate, we will endeavour to give you advance notice and discuss the matter with you before incurring extra costs.]

[*Note: sometimes clients may be happy to have an hourly rate but want an upper cap on costs. The next example is based on this approach in circumstances where the cap is not an absolute maximum*]

*or*

[Our fees for the services will be based on our hourly rate of [$X00] up to the capped fee of [$X000]. To avoid doubt, the capped fee is not a quote for all potential services listed above. Rather, it is a cap that we may not exceed without your consent. We will charge our hourly rate of [$X00] for services rendered up to the cap. If the volume of services required may result in the cap being exceeded, we will need to renegotiate the cap with you to the extent required. We will not be obliged to continue providing services once the cap is reached if you do not agree to increase it.] [*Note: this option may be a bit off-putting to some clients as they may perceive their cap to be worthless or the cap may represent the client’s maximum budget. As such, you may wish to use this option with caution. You’ll usually be able to sense whether this approach will fly.*]

*or*

[*Note: the following approach is also based on having a capped fee but where that capped fee is an absolute upper amount. If the time you spend takes you above the cap, you’ll need to absorb the extra time and not charge the client for it unless you can obtain the client’s agreement to an increase. Proceed with caution!*]

[Our fees for the services will be based on our hourly rate of [$X00] up to the capped fee of [$X000]. If we reach the capped fee without having completed the in-scope services above, we will complete the services at no extra cost to you unless otherwise agreed in writing. If the scope of services changes, we will need to renegotiate fees.]

*or*

[*Note: the following approach is the fixed quote approach.* ]

[We will provide the services described above for the quoted amount of [$X000].]

The fees above are exclusive of taxes. You will be responsible, and agree we will charge you for, all applicable taxes as described in our Terms of business.

[**Expenses** [*this section is optional*]

As you’ll appreciate, we will incur costs in [travelling to X, staying in Y, going to Z conference etc]. You agree that we may recover our reasonable expenses from you in [this/these] regard[s]. ]

[**Invoicing** [*this is also optional; only use it if you’ll invoice on a basis that is different to clause 23 of the Terms of business*]

We will invoice you for our services [*add basis of invoicing, e.g.,* upon completion of our services / following delivery of our report to you / etc]. ]

[**Changes to Terms of business** [*this is also optional; only use it where the client insists on changes to the standard terms of business and you’re comfortable with the changes requested*]

[*add details of changes to Terms of business if required*]

**Agreement**

All services are provided subject to our Terms of business (a copy of which is attached), except as modified by this letter of engagement.

*Either*

[You do not need to sign this letter or the Terms of business as your acceptance will be assumed from your continuing to engage us. If you have any questions, please don’t hesitate to ask.]

We look forward to working with you [on / in relation to] [*insert subject/title of matter*].

*Or*

[Please confirm your agreement with this letter and our attached Terms of business by signing and dating this letter in the spaces below and return a copy to us for our records.

We look forward to working with you [on / in relation to] [*insert subject/title of matter*]]

Kind regards.

Yours sincerely

[insert your full name  
insert your position  
insert name of organisation]

[*Add the following signature block if you have selected the second option under “Agreement” above. Otherwise delete it.*]

On behalf of [insert full name of organisation], I agree to the terms of this letter and your Terms of business.

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[*If you’re signing on behalf of a company or other legal entity in a country where more than one signature is required, add additional signature blocks (and any other formalities) as required. Delete this note.*]