



## Terms of Business

- These terms and conditions shall apply to each assignment.
- Acceptance of our estimate, payment terms and/or booking form detailing the scope of work, is required before commencement of the project, or first hourly or monthly assignment.
- Unless otherwise agreed, a deposit of 30% is required on all project plan assignments in advance of work commencing, with the balance being due and payable on receipt of completed work.
- Retainer agreements are invoiced fortnightly in advance of each calendar month, and are due and payable prior to the month invoiced.
- Hourly services are invoiced monthly or weekly and are due and payable upon receipt.
- Payment must be received in UK Pounds Sterling and can be made by cheque drawn on a UK Bank Account, by BACS payments or direct bank transfer or cash. Payment by Credit or Debit card may be made by special arrangement.
- We will charge interest on overdue amounts at the rate of 3% per month on the outstanding balance from the date of the invoice until the date of payment.
- All bank charges resulting from cheques returned unpaid will be borne by the client.
- **Companies and individuals** will be invoiced and payment is due 14 days following date of invoice.
- All overnight and weekend work will be invoiced at an agreed price.
- Any unused retainer hours are not refundable. We will be happy to provide additional services to cover the amount unused.
- The client is responsible for final proofreading errors. If any errors are found we will be happy to correct them free of charge. However, we can accept no responsibility for errors found after the assignment is delivered to the client but will correct any found and notified to us within 7 days of receipt of the completed assignment. We reserve the right to make a small charge for this service.
- We scan for viruses on all incoming emails, files and discs. However, we will not open any unsolicited emails with attachments or emails without messages to the attachments. Please inform us if you wish to send an email with attachment, and what the attachment is.