Terms & Conditions

**QUOTATIONS AND DEADLINES**

1. Quotes are provided by email and valid on the day they are issued. Quotes are based on information provided by the Client or a representative audio sample. Just Delegate reserves the right to amend the quotation prior to commencement or at any time during working on the assignment if the Client makes alterations to the assignment that warrant more time or further materials for its completion.
2. All quotes and deadlines refer to working days, Monday to Friday, unless speciﬁcally

agreed between the parties.

 **PAYMENT OF INVOICE**

1. Invoices are issued upon completion of work and payable by debit or credit card,

direct bank transfer or cheque.

1. Invoices are generally payable upon receipt for new clients, and thereafter within

either 7, 15 or 30 days of receipt, as stated on invoice. Ongoing accounts are invoiced on the last day of each month.

1. Upfront payment of all or part (usually one third) of the invoice may be required for

new Clients before the work commences.

1. All transactions are in British Pound Sterling. Just Delegate Ltd does not accept

payments in foreign currency.

1. All quotes, fees and prices are subject to VAT at the current rate of 20%.
2. Just Delegate Ltd reserves the right to charge late payment interest and debt

recovery costs on any late payments.

1. Interest is payable on late payment as indicated on invoices.
2. Any additional items such as (but not limited to) postage and packing for bulk

assignments will be itemised on invoices.

1. Any materials returned to provider by recorded or registered mail will be charged

accordingly.

**DELIVERY POLICY**

1. Transcripts are delivered electronically by email in Microsoft Word format or via any other forms of electronic delivery the client may choose.
2. Transcripts will be delivered by 6pm on the agreed deadline date, unless otherwise

agreed.

1. In the rare event of late delivery on our part, a discretionary discount may be applied.

**REFUND. REPLACEMENT AND CANCELLATION POLICY**

1. No refunds are applicable after commencement of work, except at the discretion of

Just Delegate.

1. If you are not satisfied with your transcript Just Delegate Ltd will

make all reasonable effort to revise the document at no extra charge.

1. Replacement copies of transcripts are available for a period of 60 days, thereafter

they are destroyed / deleted from the company’s systems.

1. Cancellations are only possible prior to commencement of work.
2. Just Delegate will return any fees already paid if the Client is not 100% satisﬁed with their transcripts (in terms of the company not having followed instructions or having completed the task incorrectly or below standard).

 **CONFIDENTIALITY**

All Just Delegate Ltd staff, contractors and associates are required to sign binding conﬁdentiality agreements.

We treat all supplied information, data and audio ﬁles as strictly conﬁdential and abide by all the relevant privacy laws.

Our Data Protection registration number is ZAO10382.

All audio recordings are permanently deleted after completion of work. Transcripts are deleted immediately upon acknowledgement of receipt of same by client, unless otherwise requested.

Any audio materials supplied to JD such as CDs, DVDs, tapes, memory sticks are either returned to the Client by secure mail or destroyed upon instruction.

 **LIABILITY**

1. Just Delegate Ltd accepts no liability for errors and inaccuracies in transcriptions. Sole responsibility rests with the Client to ensure the accuracy of their transcript(s).

2. Just Delegate Ltd assumes no liability for loss or damages however caused, resulting from direct or indirect use of our services.

Should you have any questions in relation to anything in our terms and conditions please feel free to contact us.

Tel: 01304 330 051

Email: support@just-delegate.co.uk