

Terms of Use

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.
2. 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.
3. Upfront payment of all or part (usually one third) of the invoice may be required for new Clients before the work commences.
4. All transactions are in British Pound Sterling. Just Delegate Ltd does not accept payments in foreign currency.
5. All quotes, fees and prices are subject to VAT at the current rate of 20%.
6. Just Delegate Ltd reserves the right to charge late payment interest and debt recovery costs on any late payments.
7. Interest is payable on late payment as indicated on invoices.
8. Any materials, for example CDs, DVDs, etc returned to Clients 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. Transcripts can be password protected.
2. Transcripts will be delivered by 6pm on the agreed deadline date, unless otherwise agreed.
3. 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.
2. If you are not satisfied with your transcript Just Delegate Ltd will make all reasonable effort to revise the document at no extra charge.
3. Replacement copies of transcripts are available for a period of **48 hours** after receipt thereof by Client, thereafter they are securely deleted from the company's system.
4. Cancellations are only possible prior to commencement of work.
5. Just Delegate will return any fees already paid if the Client is not 100% satisfied with their transcript(s) 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.

All digital audio recordings are permanently deleted from the company's systems 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 Client by secure mail or destroyed upon instruction.

DATA PROTECTION

"Data Protection Laws" means (a) any law, statute, declaration, decree, directive, legislative enactment, order, ordinance, regulation, rule or other binding restriction (as amended, consolidated or re-enacted from time to time) which relates to the protection of individuals with regards to the Processing of Personal Data to which a Party is subject, including the GDPR, the Data Protection Act 2018, and all legislation enacted in the UK in respect of the protection of personal data; and (b) any code of practice or guidance published by the ICO (or equivalent regulatory body) from time to time.

Just Delegate Ltd shall in relation to the processing of personal data comply with its respective obligations under the Data Protection Laws.

Just Delegate Ltd will have in place appropriate technical and organisational measures to protect the personal data against accidental or unlawful destruction or accidental loss, alteration, unauthorised disclosure or access, and which provides a level of security appropriate to the risk represented by the processing and the nature of the data to be protected.

Just Delegate Ltd - Data Protection registration number is ZAO10382.

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.
3. Just Delegate Ltd shall indemnify on demand and keep indemnified the other Party from and against all and any losses that are sustained, suffered or incurred by, awarded against or agreed to be paid by the other Party to the extent arising from Just Delegate's breach of its obligations under Data Protection and/or failure to comply with the Data Protection Laws.

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