

Just Delegate

T R A N S C R I P T I O N S P E C I A L I S T S

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.
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 must be 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

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recovery costs on any late payments.

7. Interest is payable on late payment as indicated on invoices.
8. Any additional items such as (but not limited to) postage and packing for bulk assignments will be itemised on invoices.
9. 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.
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 60 days, thereafter they are destroyed / deleted from the company's systems.
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 transcripts (in terms of the company not having followed instructions, or having

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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 after a period of 60 day or earlier if requested.

Any audio material such as CDs, DVDs, tapes, memory sticks are either returned to the Client 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.

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