

# Terms & Conditions

## General Terms:

- Consultations and quotations are free and are carried out by email or telephone or in person if required.
- Work can be accepted from the client by email, post, USB drive or courier.
- All work carried out by us will be proof-read, however final proof-reading of the work lies with the client.
- For larger projects a time frame will be negotiated with the client.
- We do not accept liability or responsibility for the end use of any documents or materials produced or edited by us on behalf of the client.
- We reserve the right to reject any work which we believe to be unlawful or immoral.

## Payment Terms:

- Packages must be paid for in advance.
- Project work (pay as you go work) payments will be invoiced on completion of the work and payment is due 7 days from the date of invoice.
- Any additional costs incurred for example, postage, courier, will be invoiced separately to the client as 'Additional Expenses'.
- Overdue invoices may result in interest charges. In the event of a contract being cancelled/terminated, the client agrees to pay for all work completed up to that point.

## Privacy Policy:

We guarantee the highest level of confidentiality at all times. We do not pass or sell client information on to 3rd parties unless requested to do so by the client. If required, we are happy to sign a confidentiality agreement.