

Terms and Conditions

- Invoices will be submitted for payment on completion of any assignment, or issued monthly for retainer fees. A timesheet will be included.
- A 50% deposit is required from ad-hoc clients before the start of any assignment.
- A 25% deposit is required for regular clients unless otherwise agreed prior to the commencement of the assignment.
- Monthly retainer packages must be paid in advance.
- All rates require an initial minimum commitment of 1 hour. Thereafter work is charged in 15 minute increments.
- A quotation detailing all work and payment terms must be completed and signed by both parties prior to commencement of work.
- If the client's original requirements change, we reserve the right to change our original quotation following suitable consultation with the client.
- Both parties must agree any additional changes and charges in writing.
- Contract Booking Form to be completed and signed before commencement.
- Your PA Online adheres to a strict confidentiality code at all times and implements the signing of a confidentiality agreement before commencement of work for a new client.
- Any work produced will be held electronically on file for the duration of the project and for 6 months thereafter.
- Standard A4 white 80 gsm paper will be used unless otherwise stated. We can use your own headed paper if required.
- All mail shots including postage must be paid for in advance.
- Expenses incurred for stationery, postage, travel, faxes, telephone calls and other sundry items will be added to the client's bill.
- Your PA Online will not be held liable or responsible for the end use of any document or work carried out by us
- We retain the right to reject work which involves material we feel is illegal, immoral or objectionable.
- The accuracy of audio transcription depends on the following variables; recording quality, voice clarity, number of voices, speed of speech, degree of dialects and position of microphones. Industry guidelines recommend that it takes a minimum of four hours to transcribe one hour of spoken material (depending on the variables mentioned above).
- Work is accepted by email, post and CDs.
- Completed work supplied by email, CD or 1st class mail.
- Any errors or omissions must be notified within 5 days of receipt and will be corrected free of charge.
- All materials and information supplied by and produced for the client are treated as strictly confidential at all times, unless the client advises otherwise.
- Payments can be made by cheque, cash or BACS. All cheques should be made payable to '**Linda James**'. Any bank charges incurred as a result of returned cheques will be charged to the client.
- Your PA Online will give the client at least 30 days notice in writing of any proposed change to fees.
- One months' notice by both parties is required to terminate a retainer contract. Any outstanding monies are to be paid immediately upon termination of contract.
- Your PA Online reserves the right to charge a 10% late payment fee during the first 30 days and an additional 10% will be levied for every subsequent 7 days the payment remains overdue.

For more information please contact us on

07870 235 699

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