



STANDARD TERMS & CONDITIONS

General Information: There is a minimum charge of one hour for all services. Beyond the first hour, rates are billed in 15-minute increments, unless otherwise agreed. Normal one-off project turnaround time is within 48 hours, where feasible, based on project requirements. Larger projects have negotiated deadlines.

Consultation: Initial consultation for new clients is free. For each new project the Contractor provides up to 30 minutes of consultation free of charge. Additional time spent discussing other project matters and/or alterations to finished projects are billed at our usual hourly rates.

Estimates: All estimates are provided to the best of our ability following initial consultation. Our final invoice is based on actual project requirements. The varying nature and unpredictability of projects means that it is not always possible to give exact estimates. Differences that will appear to vary more than 20% from quoted estimates are discussed with the Client at the earliest opportunity prior to completion of work. Estimates expire one month after the estimate date.

Payment Terms: The Client agrees to pay all invoices by the due date as stated on the invoice. The Contractor reserves the right to withhold completed work until outstanding invoices have been paid. In the event of a contract being terminated, the Client agrees to pay for all hours worked to that point. The final invoice for terminated contracts will fall due for immediate payment. Final proof reading of all documents is the Client's responsibility. Any errors notified within 7 days will be rectified free of charge.

Retainer Payment Terms: The Client must ensure payment is made sufficiently in advance to ensure the cleared funds are received by the start of each calendar month.

Discounts: Retainer contracts are available for businesses and individuals requiring ongoing support. Unused retainer hours can only be carried forward for one month. Retainers are non-refundable. Additional hours over and above the agreed monthly retainer will be charged at the full hourly rate.

Intellectual Property: The Contractor shall retain intellectual property rights over any transferable templates, documents or other programs that the Contractor creates during their work with the Client. The Contractor reserves the right to be able to use these templates, documents or other programs with other clients who are not direct competitors of the Client.

Mortality Clause: The Client declares that the work assigned to the Contractor is not illegal, immoral or objectionable and does not break copyright law. The Client will be held responsible for any legal action taken against the Contractor by any third party in relation to any work assigned to the Contractor that is found to break this declaration. The Contractor has the right to terminate, without penalty, any contract that they believe breaks this declaration.

Confidentiality: The Contractor undertakes to hold all information relating to the Client and the Client's clients securely and will not disclose details to any third party unless specifically requested to do so by the Client. Any documents containing personal financial details pertaining to the Client or the Client's clients will be held for a maximum of one month following the end of the contract after which they will be destroyed. Client's clients or associates contact information will be retained until the contract is terminated, at which point all electronically held data will be transferred back to the Client or erased (any hard copies will be destroyed). The Contractor will not knowingly divulge any information regarding the Client's business, associates, working practices, techniques or future developments to any third party without the specific agreement of the Client. In the event of the Contractor taking legal action over non-payment of invoices, it will be deemed that the Client has forfeited the right to confidentiality, the contract will be deemed to have been completed once final payment has been cleared through the banking system.