

## **Terms and Conditions for Proofreading Services**

### **GENERAL OVERVIEW**

It is important that you read and agree to these Terms and Conditions before securing my services. You will be encouraged to do so at the point of payment.

Full Terms and Conditions can be found on my website and can be made available on request.

### **PROJECT TERMS**

Before the commencement of work we will agree on the method of proofreading to be undertaken (e.g. word document, PDF or on paper)

Before the commencement of work we will agree on the correction style to be used (e.g. Track Changes for a word document, BSI for paper marking)

Before the commencement of work we will agree on the fee to be paid and the time scale for payment.

Once we have agreed the terms of your project I will send you the full Terms and Conditions and an email to confirm. I will begin work as soon as I receive an email in return confirming our agreement.

### **PAYMENTS AND RATES**

My standard fee is **£15** per hour for basic proofreading services. I offer a reduced rate of **£10** per hour for students and repeat clients as an appreciation of your continued custom. I will also be happy to agree to a flat fee if this is preferable.

If you need work completed and struggle to pay, please contact me immediately. In some circumstances I will agree to a repayment plan. However, should you fail to keep up repayments you will be expected to pay the remaining amount in full.

I will accept payment via BACS Transfers or Faster Payments as preferred methods of payment.

I will also accept payments via PayPal. Please note you do not need to have a PayPal account to do this.

I will also be happy to receive a cheque made payable to SageProse Proofreading

### **CONFIDENTIALITY POLICY**

All aspects of confidentiality will be treated with the utmost respect.

Work will **NEVER** be shared by a third party.

It is important for students to understand and enforce the policy of their educational institution regarding the hiring of proofreaders.

I will be happy to sign a confidentiality agreement if one is required, particularly in sensitive or official work.

SageProse Proofreading complies with the Data Protection Act 1998 [Data Protection Act 1998](http://www.legislation.gov.uk/UKPGA/1998/29/contents)  
<http://www.legislation.gov.uk/UKPGA/1998/29/contents>

## **RIGHTS**

I have the right to refuse work. In the unlikely event I have to turn down work, I will give you a full and honest reason why I could not undertake your project.

You, the client, have the right to change your mind up to the point where the project has been agreed and payment made. There are exceptions for circumstances beyond your control. Please contact me if this should happen to you and I will do my best to resolve the issue swiftly. Refunds and cancellations can be granted in extenuating circumstances.

I have the right to change my rates of pay at any given time. However, I will honour existing agreements and provide adequate warning concerning any such changes. Where possible, I will also give reasons for these changes.