



www.proofreadingfirm.co.uk

The ProofreadingFirm: Terms and Conditions

The Scope and Status of the Terms and Conditions

1. The ProofreadingFirm hereafter referred in some circumstance as “us” and “we” in this document and the Client in a few areas is cited as “you”.
2. These terms and conditions constitute an agreement between The ProofreadingFirm and our current and prospective clients. Our clients will enjoy the privilege of using our personalised, prompt and competitively priced services provided by our team of highly qualified and award-winning proofreaders and editors.

Proofreading/Editing Service: Process and Costs

3. The service(s) to be provided by The ProofreadingFirm shall be agreed mutually and in writing with the other party.
4. Microsoft Office **Track Changes** will be used; thus, Clients will be able to see all the changes made on completed work except otherwise agreed.
5. The Client will on a timely basis as agreed pay all the fees at each stage of the process as agreed before the completed work is submitted to the Client.
6. The Client must inform us of the start date, completion date and details of work to be done before a quote will be provided. After that, they have to abide by the terms and conditions if they want to keep the agreed start and completion date, i.e., by paying the first half of the agreed amount on or before the agreed start date.
7. The Client must inform The ProofreadingFirm whenever they make a payment.
8. The booking process starts when the Client pays the 50% of the agreed amount, and the remainder must be paid on or before the agreed completion date before the document will be sent to the Client. The date of receipt of the first 50% shall be considered as the formal start date of the project. If the project is completed earlier than expected, the Client shall be notified, and they could pay for it and receive the document before the agreed completion date.
9. If the Client suddenly changes their mind and want the work done and submitted before the agreed date if feasible, then the fee will be agreed accordingly to meet the changes/completion timeline.
10. Despite the quote, if we realise at an earlier stage that a substantial amount of work is required than foreseen/earlier agreed, the Client will be immediately informed of our decision to either renegotiate the deadline and the fee. Also, we reserve the right to repudiate the agreed terms and conditions on this basis and resend the document and any deposit (minus fees as agreed) if any back to the Client. We reserve the right to rescind agreed terms without being liable if need be.
11. The ProofreadingFirm only provides a proofreading service; except otherwise agreed at the beginning of the process. In some circumstances and depending on the quality of the Client's work, if a phrase or sentence is arduous to comprehend, we will pinpoint it to the Client. Also, we are not liable if the Client does not follow their organisation's recommended conventions such as text layout, formatting, pagination, contents and bibliographical standards. However, if need be, the Client could agree with us in advance for the above to be added to the agreement.

Payment Terms and Conditions

12. We offer a free no-obligation quote and a brief proofread or edited sample of the Client's document if we deem it necessary and reasonable.
13. 50% (or otherwise agreed in exceptional circumstances) must be paid before we start the project and the rest of the balance on completion of the project before we submit it to you (the Client). In some circumstances, depending on the scale of the project, we may request full payment before we undertake the project.
14. The ProofreadingFirm does not grant refunds. However, if due to unforeseen circumstance caused by our act or omission, then we reserve the sole discretion to provide such if need be.

Unwarranted Errors and Liabilities

15. The aim of The ProofreadingFirm is to provide an editing and proofreading service that enhance textual clarity, coherence, consistency and precision. Despite our expertise in this area, we cannot assure comprehensive accuracy, but we aim to minimise such.

16. The ProofreadingFirm cannot be held liable for any residual errors in our attempt to minimise them. The ultimate burden, if such unwarranted human error(s) ensues remains with the Client. If the Client identifies such, they must inform The ProofreadingFirm immediately in writing with 7 working days from the date of the submission of the completed document to the Client. In such a case if any a mutually binding agreement must be reached on the way forward.

17. If the Client fails to effectively, precisely and clearly communicate their requirements to us, then we cannot be held responsible for such acts or omissions.

18. If the Client intends to raise any complaint or request for changes, it must be done within 14 working days from the day they received the proofread/edited document from us.

19. In case of any unforeseen circumstance(s) which could affect your submitted document, we will keep you apprised but strive to complete it within the agreed timescale where feasible. Fortunately, we have not missed any agreed deadline so far.

Non-Liability (Academic/Commercial Clients)

20. It is the responsibility of the Client to check and abide by their University's/Organisation's proofreading/editing policy not that of The ProofreadingFirm.

21. We are not liable for plagiarism and copyright infringement and checking for such remains the responsibility of the Client.

Termination of Services Offered /Received

22. Both parties have the right to end the contract if there is a flagrant breach of agreed terms and conditions.

23. If the Client terminates the contract after work has commenced, we will bill them for completed work as of the date their written notification is received.

24. The ProofreadingFirm and the Client wherever they may be, agree to consent to the Laws of England – The UK.

Confidentiality and Copyright

25. Except otherwise agreed, any content(s) generated by The ProofreadingFirm while proofreading the Client's document will become the copyright of the Client.

26. If there is a need for us to subcontract work to another highly experienced proofreader in the Client's field, such work will be done with the same high standard while adhering to strict confidentiality.

27. If need be, we will solicit (ask) the permission of the Client before we use their name in some of our promotions.

28. The Client's work, e.g., contents, will be kept strictly confidential except otherwise stated or allowed by the Client.

Data Protection General Data Protection Regulation (GDPR) 2018

29. Both parties could keep records such as contact details as deemed necessary. They could view other's records to make sure they are current, relevant and accurate. At The ProofreadingFirm, we aim to strictly/always comply with GDPR.