
Terms and Conditions

1. Contract

- 1.1 Diamond Secretarial will not commence work until a signed agreement has been received. This stipulates the assignment, hours, cost and payment terms. Should the client require an amendment to this, a further agreement will be required.

2. Fee Structure

- 2.2 The hourly rate is billed in 1 minute increments, with time rounded up to the nearest minute.
- 2.3 Work requiring completion within 48 hours, during weekends, or UK bank holidays may be subject to a surcharge and you should contact Diamond Secretarial for further details.
- 2.4 Travel expenses necessary for the execution of the assignment, including rail, taxi or bus, will be charged at cost. Any mileage will be charged at forty pence per mile.
- 2.5 Diamond Secretarial can collect and drop off work for local client upon agreement, and will incur a charge for mileage as stated in 2.3.

3. Invoicing

- 3.1 All invoices will be issued once the assignment has been completed and given 14 days payment terms.
- 3.2 Diamond Secretarial reserves the right to charge interest at the rate of 10% per month on any outstanding invoices.
- 3.3 All new clients are required to pay a 50% deposit before work commences.
- 3.4 The client will be responsible for any bank charges incurred from unpaid cheques.
- 3.5 Any assignment that is looking to be in excess of the original estimate will be discussed with the client before the work continues.
- 3.6 Additional expenses such as telephone and postage costs et cetera will be added to the invoice. Please note that it is necessary for postage costs to be paid in advance.
- 3.7 If the client decides to cancel their request for work, once the assignment has been started, the client will be liable for the work undertaken on their behalf.
- 3.8 Diamond Secretarial does not charge VAT.

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Diamond Secretarial

105 Monteith Drive, Clarkston, Glasgow, G76 8NX
0845 108 3097

www.diamondsecretarial.co.uk

admin@diamondsecretarial.co.uk

4. Proof Reading

- 4.1 Diamond Secretarial proofreads all work undertaken, however final proofreading and accuracy remains the responsibility of the client.
- 4.2 Any errors responsible to Diamond Secretarial will be rectified free of charge, if notified within 7 days.
- 4.3 Amendments or alterations, as requested by the client, will be charged at the appropriate rate.

5. Meetings

- 5.1 Diamond Secretarial offers potential clients a one hour free consultation, thereafter additional meetings will be charged at £15 per hour.

6. Confidentiality

- 6.1 Diamond Secretarial maintains the highest level of confidentiality. Client contact details are treated in the strictest confidence and are never sold to third parties.
- 6.2 Diamond Secretarial will be happy to sign a confidentiality agreement.
- 6.3 Diamond Secretarial will keep an electronic copy of all assignments for a period of 12 months thereafter the file will be deleted. In cases of confidential material, files can be deleted at anytime at the client's request. Duplicate copies are available for a small fee.

7. Virus Protection

- 7.1 Diamond Secretarial's systems are virus, firewall and password protected with regularly updated software.
- 7.2 All incoming emails will be scanned for viruses. Any documents found to contain a virus will be returned unopened to the client and a charge will be made for the costs involved. Diamond Secretarial reserves the right to refuse to open any attachment that they consider too look suspicious in any way.
- 7.3 Diamond Secretarial cannot be held responsible for any liability of any damage caused by computer viruses, this responsibility falls to the client to ensure they have adequate anti-virus software.

8. Loss/Protection

- 8.1 Diamond Secretarial cannot be responsible for any loss, damage or theft et cetera of data, projects, or any other items relating to assignments during transit to/from Diamond Secretarial.

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8.2 Whilst Diamond Secretarial takes every precaution to prevent system failure, we cannot be held liable for any loss whatsoever due to computer, power or telephone line failure.

8.3 Diamond Secretarial recommends that clients obtain a proof of postage as we will not accept responsibility for loss or damage to items going through the postal service.

9. Insurance

9.1 For safety and security reasons, personal visits to Diamond Secretarial's premises are not permitted. Any and all necessary meetings will be held at another location.

10. Client Testimonial/Web Link

10.1 Diamond Secretarial reserves the right to remove any links and testimonials, the client will be notified, should this occur.

10.2 If a period of 6 months lapses, with no activity between both parties, Diamond Secretarial reserves the right to remove any link and testimonial from their website, the client will be notified, should this occur.

11. End User Responsibility

11.1 Diamond Secretarial is not responsible for the end use or content of any document produced or edited by Diamond Secretarial on behalf of the client and it is the full responsibility of the client to observe any copyright laws.

Client signature: _____ Date: _____