



Terms & Conditions

- **YOUR OFFICE ONLINE** will provide a written quotation (where necessary), a Job Request Form, Independent Contractor's Agreement and Confidentiality Agreement (where necessary) confirming assignment details prior to accepting work from any client. Together, these forms become the contract between both parties. If the client's requirements change, **YOUR OFFICE ONLINE** reserves the right to amend the quotation for the work, either prior to commencing the assignment or during, dependent on when changes are made.
- The Job Request Form will contain details of the assignment, commencement date and deadline for completion, total cost for the assignment and payment terms.
- Once signed, The Job Request Form should be returned to **YOUR OFFICE ONLINE** by fax or post prior to commencing the assignment.
- Payment terms are as follows and consent to these terms is agreed by signing and returning the booking form:
 - Assignments under £50 - the total amount will be due to **YOUR OFFICE ONLINE** within 14 days of invoice date
 - For assignments over £50 - a 50% deposit will be payable prior to assignment commencing and the balance payable on completion of the assignment and within 14 days of invoice date
 - For ongoing client work, payment will be by monthly invoice submitted to clients monthly and is payable within 14 days
- Invoices will be emailed to clients on completion of assignments.
- Unless prior arrangements have been made, any hours worked after 6.00pm will be charged at an extra £5.00 per hour. Weekend and short notice work may be possible but must be agreed on at the earliest opportunity.
- Once the signed Job Request Form has been received, **YOUR OFFICE ONLINE** will be happy to take receipt of the assignment in the following format:
 - Email, Fax, Royal Mail, upload to secure online storage (details to be provided to client by **YOUR OFFICE ONLINE**)
 - CD, Floppy Disk, Memory Stick
- Although **YOUR OFFICE ONLINE** scans all emails and disks for viruses, the client is ultimately responsible for their own virus protection.
- Clients will be responsible for provision of any software needed to complete the assignment if other than a Microsoft package. Clients will also be responsible for payment of any licenses required for said software.
- Any written correspondence between the client and **YOUR OFFICE ONLINE** eg quotes, booking forms, invoices and letters, may be sent to the client by email, fax or Royal Mail.
- **YOUR OFFICE ONLINE** will provide clients with a completed timesheet for work charged by the hour, and for any work/travel completed outside of **YOUR OFFICE ONLINE** premises. Travel expenses for work conducted off-site will be charged via invoice. Mileage will be charged at £0.45 per mile and parking/road tolls at cost rate - receipts for parking/tolls will be provided.
- All assignments will be proofread by **YOUR OFFICE ONLINE** on completion of work and prior to return to clients; **however, it is the client's responsibility for final proofreading.** Any errors should be referred to **YOUR OFFICE ONLINE** within 48 hours for rectification free of charge. Any errors referred after 48 hours will be charged at a rate of £10.00 per hour or nearest quarter hour.

- Additional items such as postage and package, fax and travel expenses, and any telephone charges incurred etc, will be itemised on invoices.
- **YOUR OFFICE ONLINE** endeavours to find clients the most suitable and best value for money travel arrangements, transfers, accommodation etc. The client will be responsible for providing payment to secure any bookings made, and **YOUR OFFICE ONLINE will not** secure bookings on clients' behalf using **YOUR OFFICE ONLINE** company funds. These conditions will also apply to any event or conference facility arrangements made on behalf of clients.
- **YOUR OFFICE ONLINE** will store all completed work on separate, external hard drive and/or CD/DVD and will keep securely for a 12-month period after which it will be securely destroyed. **YOUR OFFICE ONLINE** will take every precaution to ensure the safety of clients' work but does not accept liability in the event of fire, theft or accidental damage occurring. **YOUR OFFICE ONLINE** does not accept responsibility for any assignments lost or damaged when returned to client via Royal Mail - arrangements for use of couriers, special delivery etc can be agreed upon and will be charged at cost to the client.
- As a Certified Virtual Assistant (www.vacertified.com/about/va-certified-ethics), **YOUR OFFICE ONLINE** abides by a Code of Conduct, and assures all clients that their business will be treated with the strictest confidence. **YOUR OFFICE ONLINE** is willing to sign a confidentiality agreement if required by any client.
- **YOUR OFFICE ONLINE** reserves the right, without any explanation, not to accept any assignment deemed unsuitable (eg illegal or unethical subject matter), or not within the skill set of **YOUR OFFICE ONLINE**.
- Clients are assured that any personal data held by **YOUR OFFICE ONLINE**, which comes under the Data Protection Act 1998, will be held in full compliance of said Act. Any personal data held by **YOUR OFFICE ONLINE** will not be released to any third party unless required to by law.
- **YOUR OFFICE ONLINE** is happy to receive payment from clients by cheque (made payable to **YOUR OFFICE ONLINE**), Google Checkout or BACS. Receipts will not be issued unless specifically requested. Please note that cheques should be received in time for them to be processed by the bank AND within the 14-day payment terms. It normally takes 5 – 7 days from receipt of cheques for funds to clear into **Your Office Online** bank account.
- Any invoices re-issued by **YOUR OFFICE ONLINE** due to late payment will be charged at a cost of £10.00 per re-issued invoice. **PAYMENT TO BE RECEIVED NO LATER THAN 14 DAYS FROM DATE OF INVOICE. We understand and will exercise our statutory right to interest and compensation for debt recovery costs under the late payment legislation if we are not paid according to agreed credit terms, (please note it takes approximately 5 working days for cheques to clear).**
- Postal charges for any MailShot projects/bulk mailings will be expected to be paid for in advance.
- Any retainer agreement will be invoiced monthly in advance and must be paid for in full. Any hours unused in any one month will be carried over to the following month but will be lost in consecutive months unless agreed upon with client in advance.