

A written quotation will be provided for all work, detailing the project, the due date, time scheduled and costs.

Following acceptance of a quotation, a contract will be issued to the client confirming the details of the assignment, the due date, costs and an acknowledgement of acceptance of the following terms and conditions, both of which to be signed and returned to Business Pluspoint by the client. Business Pluspoint reserves the right to renegotiate the original quotation should the client change their requirements at any time. Once the contract has been signed and returned by the client the work will commence at a time agreed by Business Pluspoint and the client.

- The first consultation with a client is free and there is no obligation.
- Assignments will only be accepted from businesses, organisations or individuals based or resident in the UK.
- Business Pluspoint reserves the right to refuse work without explanation.
- For businesses or organisations payment is strictly 14 days from date of invoice and Business Pluspoint reserves the right to charge interest at a rate of 3% per month as long as the outstanding balance remains unpaid. Projects or assignments lasting more than 30 days will be invoiced monthly on a pro-rata basis. Payment can be made by cash, cheque or BACS.
- For individuals, a 25% advance deposit is due with the signed contract. The balance of payment will become due on delivery of the completed assignment if within 30 days of commencement of the assignment, otherwise by monthly instalments on a pro-rata basis to be agreed at the time of booking. Payment by cash, postal order or building society cheque will be accepted, as will a personal cheque as long as it is supported by a valid cheque guarantee card.
- Payments for businesses, organisations or individuals can also be arranged via PayPal although the fees PayPal charges Business Pluspoint will be passed on to the client as a surcharge.
- Cheques should be made payable to 'Gillian Steedman Business Account'. If a cheque is returned uncleared by the bank all costs incurred will be passed on to the client.
- Business Pluspoint is not VAT registered and VAT will not be charged.
- Acknowledgement of payment will be provided upon request.
- All work undertaken by Business Pluspoint will be charged for on an hourly basis unless a set fee has been arranged in advance. There is a minimum charge of one hour and the remaining time will be charged in 15-minute periods. If the assignment is carried out at the client's premises travel time will only be charged if the distance travelled is more than 20 miles each way or the journey under normal circumstances exceeds one hour.
- Business Pluspoint's rates start at £20 per hour, depending on the complexity and length of the assignment, plus expenses where applicable.
- Business Pluspoint reserves the right to issue a surcharge of 35% on the hourly rate if a client requires a project to be completed within 24 hours or over a weekend or holiday period.
- Where Business Pluspoint provides a service that involves copy or audio typing, any final proof-reading remains the responsibility of the client. Any errors notified within 48 hours of receipt will be corrected free of charge.
- Basic stationery supplies used on Business Pluspoint's premises for client's work such as paper, printer ink and staples are provided free of charge. Should a client have a special requirement, such as printed paper, matching envelopes, etc. these should be provided to Business Pluspoint by the client. Where Business Pluspoint is working at the client's premises, then all supplies are to be provided by the client.
- All incoming emails and attachments are fully scanned for viruses, worms, etc. and any suspect emails will remain unopened. Business Pluspoint will inform the sender of any possible infection. Business Pluspoint's systems are secured with firewall, virus and password protection. All outgoing emails are scanned but Business Pluspoint cannot accept responsibility for any virus transmitted.
- Business Pluspoint will hold back-up files of clients' work on CD for a period of 1 year after which the files will be destroyed or returned to the client if requested by the client in advance. We strongly advise you to keep your own copies of all files.
- Whilst Business Pluspoint will take every precaution to prevent a system failure, we cannot be held responsible for any loss due to computer, power or telephone failure. In the event of such a failure, Business Pluspoint will do all it can in order to meet the client's requirements.
- For insurance and safety reasons the office address is to be used by clients for deliveries and correspondence only.

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Please sign below in acceptance of these terms & conditions and return to Business Pluspoint, PO Box 2933, Reading, RG1 9NG.

Signed: ..... Print name: .....  
on behalf of: ..... Date: .....