



Terms and Conditions May 2018

General

1. Initial consultations and quotations are free for new clients and are carried out by email or telephone or in person if required dependent on location
2. For reasons of safety and insurance, personal visits to the premises of P.A.Pal are not permitted. Any and all necessary meetings will be held at an alternative convenient location
3. Written quotations are provided prior to any work commencing
4. A signed contract is required before commencement of any work to indicate a client's acceptance of P.A. Pal's Terms & Conditions
5. Work can be accepted from a client by email, post, USB drive or courier. P.A. Pal recommends any original documents be sent via secure post. Work will be returned to a client by email, post, USB or courier as agreed. Postage, consumables and courier charges are charged at cost to the client
6. Prior to the commencement of a new project or set of tasks, a booking form must be completed and signed by both parties. The booking form specifies details of the project/tasks including agreed rate or payment package, deadline for the completion of work and all other significant details
7. Should a client's original requirements change, P.A. Pal reserves the right to amend the original quotation following consultation with the client
8. All work carried out by P.A. Pal will be proofread, but final proofreading is the responsibility of the client. Any errors notified within 48 hours of receipt will be corrected free of charge. After 48 hours it shall be deemed that the work has been accepted as free of errors and omissions; errors or omissions reported after 48 hours will be corrected promptly but the additional time spent will be charged to client
9. P.A. Pal will not be liable or responsible for the end use of any document or work carried out on behalf of a client and retains the right to reject work considered unethical, unlawful or objectionable
10. Contracts can be terminated with 30 days' written notice by either party. P.A. Pal reserves the right to charge for any work carried out prior to cancellation

Confidentiality & Data Protection

1. Confidentiality is guaranteed at all times
2. No information will be made available to any third party unless requested, in writing, by the client
3. All work will be kept on file for a period of 6 months. After this time, work will be deleted unless otherwise instructed in writing by the client
4. Although every effort will be made to ensure reliable service, in event of equipment failure, P.A. Pal cannot be held liable for any loss of information

5. P.A. Pal uses anti-virus protection and all incoming emails/documents will be scanned. Any unsolicited attachments or mail which causes concern from an unrecognised sender or has no subject heading or contains no message will be deleted

6. The client is responsible for their own anti-virus protection

Charges & Payments

1. Monthly retainer packages must be paid in advance and cannot be carried over

2. All charges are billed in 15 minute increments and charged on a monthly basis

3. For by the hour and project work a deposit of up to 50% is requested before commencement of work with the balance invoiced on completion

4. Payment can be made by online banking or by cheque; should any payment fail the client will be liable for all related charges

5. Payment is strictly 14 days from receipt of invoice

6. Overdue invoices may result in interest charges (at a rate of 4% over the current Bank of England base rate) per month on any outstanding balance

7. Any and all costs incurred for chasing and/or recovering outstanding payments will be added to the client's account

8. Additional costs incurred such as telephone, travel, printing, stationery, postage and other expenses will be invoiced separately as 'Additional expenses' as agreed at the time of quotation

9. If 24-hour turnaround of work is requested, or specifically on a Saturday/Sunday/Bank Holiday, additional charges of 20% may be applied

10. All charges will be reviewed on 1st January of each year and clients will be notified in writing of any new charges

11. P.A. Pal reserves the right to vary these terms and conditions and clients will be notified one month prior to any change/s

Code of Ethics

1. P.A. Pal will always respect client confidentiality

2. P.A. Pal will trade fairly, honestly and truthfully with clients, suppliers and partners

Two copies of P.A. Pal's Terms & Conditions will be supplied; one copy to be retained by the client and the second must be signed, dated and returned.

Company name:

Individual's name Print:

Signature:

Date: