

Quotations, Terms & Conditions and Deposits

- Written quotations will be provided prior to any work commencing.
- If the client's original requirements change, we reserve the right to change our original quotation following suitable consultation with client.
- A signed contract is required before commencement of work. This indicates the client's acceptance of our terms and conditions.
- Contracts can be terminated with 30 days written notice by either party. We reserve the right to charge for any work carried out prior to cancellation.
- A deposit of up to 50% may be requested before commencement of work for PAYG clients.

Rates and Charges

- All charges are billed in 15 minute increments.
- Any telephone, travel, printing, stationery, postage and other expenses will be charged at cost separately to the hourly rate/package costs.
- Mileage for required car travel will be charged at a rate of 40p per mile; in addition to the standard hourly rate.
- Time spent discussing a project with the client may be subject to the applicable hourly rate.
- All time spent working on your project, including time spent communicating by telephone, email and fax will be chargeable at the applicable hourly rate.
- All work carried out between the hours of 6pm and 8am (Monday to Friday) will be subject to an additional charge of 15%.
- All work carried out at weekends or during bank holidays will be subject to an additional charge of 30%.
- All charges will be reviewed on 5th April of each year and clients will be notified of any new charges in writing.

Invoicing

- The minimum invoice amount is 1 hour at the applicable rate.
- Payment is strictly 14 days from date of invoice.
- Monthly retainer packages must be paid in advance and unused hours cannot be carried over to subsequent months unless agreed by us in advance.
- Work may be suspended or delayed if the client defaults on payment.
- Failure to pay within 14 days will result in interest being charged at a rate of 3% over the base rate per month on outstanding balance.

Payments

- Payment can be made by BACS transfer, PayPal or cheque (made payable to VA Business Solutions).
- All payments must be made within the payment terms.
- A fee of £25.00 will be charged for any returned cheques.
- All costs incurred chasing and/or recovering the outstanding payment will be added to account.

General

- We recommend any original documents are sent via secure post.
- We will not be held liable or responsible for the end use of any document or work carried out by us. We retain the right to reject work which involves material we feel is illegal, immoral or objectionable.
- Responsibility of final proof reading of documents lies with the client and any errors notified within 5 working days of receipt will be corrected free of charge. After 5 working days it shall be deemed that the work has been accepted as free of errors and omissions and the VA will accept no liability or loss arising from the performance of any services carried out under the agreement.
- Errors or omissions reported after 5 working days will still be corrected but the additional time spent will be charged to client.
- Work will be presented using Microsoft Office applications.
- We will retain back up files of client work for a period of 12 months. After this time, work will be deleted unless instructed otherwise.
- Although every effort will be made to ensure reliable service, in event of equipment failure, we cannot be held liable for any loss of information.
- For reasons of safety and insurance, personal visits to our premises are not permitted. Any necessary meetings will be held at an alternative location.

Confidentiality and Security

- Confidentiality is guaranteed at all times and we are happy to sign a confidentiality agreement if the client requires.
- No information will be made available to any third party without the client's authorisation.
- All incoming emails and attachments, files and disks are scanned for viruses. Any 'suspect' documents will remain unopened and will be deleted.
- We scan all outgoing emails and attachments but do not accept any responsibility for viruses transmitted.