

Terms and Conditions

The terms and conditions of **PA-Online** are set out to confirm that both parties understand the work/tasks to be carried out, the costs involved, the time scale set for payments and issues regarding client property.

A completed job sheet is required before any work is undertaken. The agreed work to be carried out on the job sheet can be confirmed by email or post.

All assignments and client contact details are treated as strictly confidential. **PA-Online** will never intentionally divulge, disclose or communicate client information.

All supplied materials shall remain the property of the client and shall be returned upon request.

1. Charges

- 1.1 **PA-Online's** standard hourly rates apply to tasks carried out from PA-Online's premises.
- 1.2 The hourly rate is billed in increments of 15 minutes, with time rounded up to the nearest quarter of an hour.
- 1.3 All stationery, telephone, fax, postage, CD's/floppy disks, printing costs, and all other expenses will be charged separately.
- 1.4 Registration of client details and initial enquiries regarding a new task (and at **PA-Online's** own discretion, a meeting with a new client) is complimentary. Any time taken carrying out work experimentally at the client's request, or discussing an assignment in detail shall be charged at the standard hourly rate.

2. Quotations

- 2.1 A confirmation accepting the terms and conditions are required before any work can commence.
- 2.2 A formal quotation will be provided outlining **PA-Online's** hourly fee structure and any terms specific to the agreed project.
- 2.3 Should the client's original requirements change; a revised quotation will be submitted for approval prior to any further work being carried out.

3. Invoices

- 3.1 Payment terms are 14 days from date of invoice.
- 3.2 Invoices are included with returned work.
- 3.3 Should work be suspended or delayed through any default of the customer, **PA-Online** shall be entitled to immediate payment for the work carried out and expenses incurred.

4. Payment

- 4.1 Payment can be made by cash or cheque. If any cheques are refused by the bank, the client will be responsible for all bank charges incurred.

5. Loss/Damage of Client Property

- 5.1 **PA-Online** will take all reasonable precautions to safeguard the property belonging to its clients. **PA-Online** cannot be held responsible for any loss, damage, theft of data, projects, equipment or any items relating to assignments, during transit to, from or whilst at **PA-Online's** premises.
- 5.2 Due to the varied nature of **PA-Online's** work, it is not possible to insure client's property.
- 5.3 Clients must make copies of all data and information and insure equipment and items for use away from their own premises, prior to submitting to **PA-Online**.
- 5.4 Final proof reading and checking of all work supplied is the responsibility of the client. **PA-Online** must be notified of any errors within 7 days of receipt of completed work. Any errors generated by **PA-Online** will be amended free of charge, however any amendments or alterations, suggested by the client, will be charged at the standard hourly rate.
- 5.5 Due to computer viruses, all incoming emails will be virus scanned. However, we may still not open unsolicited attachments to emails or emails that look suspicious by being from an unrecognised sender, have no subject heading or contain no message alongside an attachment.