



RUTH EDWARDS
CONSULTING

TERMS AND CONDITIONS

Booking / Completion of Work

We are pleased to accept work from all around the three counties. REC specialises in tailoring their approach and welcomes work from local companies, businesses and individuals alike.

Before REC undertakes any contract, a signed contract will be required, which constitutes a clients agreement to our terms. Written quotations may also be provided. If a client's original requirements change, an amended contract / quotation will be provided, following consultation with the client.

The client is ultimately responsible for final proof reading of all documents for correctness. Any amendments will be made free of charge, if notified within 24 hours.

REC accepts no liability for the legal consequences relating to the end use of any document produced by us. Clients are solely responsible for the legal and ethical content and correctness of the material. REC reserves the right to reject work which it believes is of illegal or immoral content.



Completed work will be submitted in the format agreed with the client, at the time of booking. Back-up copies (electronic / hard copy) of all completed assignments, will be kept on a client's file for a period of one year. After that time they may be deleted.

Pricing / Payment

A minimum fee of 1 hour will be charged for all assignments, after which the client will be billed for every 15 minutes of work undertaken.

Unless otherwise agreed, a deposit of 50% will be required on all assignments with a quotation value of over £100 before work can commence. For individuals, full payment will be required on completion of the work.

Credit terms for businesses and companies are strictly 14 days from the date of invoice, which will be sent on completion of the work (a relevant purchase order number will be requested along with a copy of the company's headed paper).

If payment is not received on-time, REC reserves the right to charge 5% interest per month on the outstanding balance from the date of invoice until the date of payment. Any bank charges which may occur as a result of returned cheques or cancelled payments are the responsibility of the client and will be recovered accordingly.

Payment in advance will be required for all work carried out on a retainer basis. Pre-payment guarantees a defined number of hours support, which must be used within 28 days from receipt of payment. Any unused hours at the end of the month period cannot be refunded, but may be carried over to the following month at our discretion (dependent on other client bookings and available hours).



Payment is to be made by cheque, banker's draft, and electronic transfer or online. Invoices will be in £ sterling and will include any applicable bank charges (clients will be asked at the time of booking which payment method they would prefer).

Security

REC takes all necessary steps to protect against computer viruses. All documents and e-mails are scanned by leading virus protection software. Whilst we have stringent policies in place to protect against viruses, we will not accept liability for any damage or loss caused by emails or documents handled by us.

Confidentiality

We understand the importance of client confidentiality and take all steps necessary to safeguard the confidentiality of client information at all times. Clients are guaranteed their work will be handled in the strictest confidence and will not be disclosed, directly or indirectly to any third party, nor will any information be used to benefit REC.

Client Satisfaction

All work carried out by REC is completed in an efficient and timely manner, carefully checked and professionally presented. We aim to exceed your expectations because ensuring you are perfectly happy with the service we provide, is our number one priority. We work hard to carefully build a successful working relationship with our clients in order to add value to their business and to ensure they return to us in the future, or even recommend us to associates, colleagues and friends!



Timescales/ Deadlines

We will always agree a timescale with you, in which to complete your work. However, REC recognises that business priorities can change in an instant, which means you sometimes have deadlines to meet at very short notice. Wherever possible, we will do our utmost to assist you in meeting a deadline, if necessary working 'out of hours' to support you when you need it most. If you need a piece of work completed urgently, please don't hesitate to discuss your requirements with us.

