

TERMS & CONDITIONS

1. Upon instruction to undertake a project, Bliss Secretarial will provide the Client with a 'letter of engagement'. The Client must return this letter duly signed before commencement of assignment. This is deemed as the Client's full acceptance and agreement to these Terms & Conditions and to prompt payment of invoices relating to the assignment.
2. An invoice will be issued on completion of assignment and terms are strictly 14 days from the date of invoice. Payment is to be made by cash or cheque, made payable to Bliss Secretarial or Online Internet Banking (account details will be supplied separately).
3. All invoices will be submitted in pounds sterling and will be subject to any bank charges related to bank transfers. If an invoice remains unpaid after 14 days.
4. Bliss Secretarial reserves the right to charge interest on the unpaid amount at a rate of 4% per calendar month.
5. Any bank charges incurred as a result of returned cheques shall be the responsibility of the client.
6. Normal working hours is 9.00am - 5.30pm Monday to Friday. Any work required outside of these hours will be subject to additional charges.
7. Any additional costs for parts, national and international calls, materials or postage costs as a direct result of a project will be added to the invoice.
8. Mileage rates may be incurred where applicable.
9. If you decide to cancel your request once work has started, you will be charged for the work undertaken on your behalf.
10. Although Bliss Secretarial will endeavour to produce a high level of accuracy in work, final responsibility for proofreading of all work lies with the Client. In the event of an error, this will be rectified at no extra cost to the client provided Bliss Secretarial is notified within 14 days of client's receipt of the completed work. Bliss Secretarial will be liable for the cost of work only, no further liability is acknowledged.
11. Files will be kept for a period of one year before being destroyed.
12. Bliss Secretarial operates and regularly updates Anti-Virus software. However Bliss Secretarial cannot be held responsible for liability of any damage caused by computer viruses. Clients are advised to ensure they have adequate virus protection systems in place at all times.
13. All confidential records, documents, work or information of any type will be maintained within the strictest confidence and Bliss Secretarial agrees that no matter will be divulged or disclosed to any third party in any manner at any time.
14. Documents are produced in draft format for proof reading prior to the final print out.
15. Bliss Secretarial is not responsible for the end use of any document produced or edited by Bliss Secretarial on behalf of the client and it is the full responsibility of the client to observe any copyrighting laws.