



## TERMS OF BUSINESS

### **Terms of Business**

On instructing RP Virtual PA Solutions to carry out any form of work, the Client agrees to the Terms of Business contained herein.

### **Acceptance of Assignments**

RP Virtual PA Solutions accepts work worldwide, provided the output is in English and the payment terms are agreed.

Consultations and quotations are free, and carried out by email, telephone or in person if required.

Documentation will be accepted from the client via email, post, USB or courier.

Should a client's original requirements change, RP Virtual PA Solutions may amend the original quotation, following consultation with the client first.

RP Virtual PA Solutions reserves the right to amend the cost of the provision of services at any given time, by giving one (1) months' notice in writing.

Work will be presented using Microsoft Office applications.

Contracts can be terminated with 30 days written notice by either party. RP Virtual PA Solutions reserve the right to charge for any work carried out prior to cancellation.

All original documents will be returned to the client as soon as work is completed, unless otherwise requested. Documents will be returned to the client by standard Royal Mail (hard copy, CD, DVD or USB as applicable) or by email, as agreed. If the client prefers a courier service, this can be arranged.

Postage, consumables and courier charges are charged to the client.

A suitable timescale will be agreed upfront by both parties.

### **Confidentiality:**

RP Virtual PA Solutions guarantees the highest level of confidentiality at all times and will not, at any time, either directly or indirectly, divulge, disclose or communicate in any manner, any information that is the property of the client, unless specifically requested to do so by the client, or obliged by law.

All information and data will be treated with the strictest confidence and will not be used for the personal benefit of RP Virtual PA Solutions. This stipulation will continue after the termination of any contract or agreement.

A copy of the completed tasks will be held by RP Virtual PA Solutions for 6 months, unless the client requests otherwise in writing.

Any documents containing sensitive financial details belonging to the client will be destroyed 4 weeks after completion and payment of the tasks or project.

If required, RP Virtual PA Solutions is happy to sign a non-disclosure or confidentiality agreement.

### **Insurance**

RP Virtual PA Solutions does not have public liability insurance and therefore cannot permit visits to its premises.

Any and all necessary meetings will be held at an alternative location.

### **Liability**

RP Virtual PA Solutions cannot be held responsible for any loss or damage to data or equipment relating to projects or tasks, during transit to/from and within its premises.

All completed assignments, returned to the client, will leave the premises in perfect condition – RP Virtual PA Solutions cannot accept liability for damage or loss caused by Royal Mail. In the unlikely and unfortunate event this should happen, RP Virtual PA Solutions will do its best to chase any problem up with Royal Mail on your behalf.

It is the client's responsibility to ensure that all work submitted to RP Virtual PA Solutions is correct and legible.

All final proof-reading of work remains the responsibility of the client and any errors notified by the client 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, and RP Virtual PA Solutions will accept no liability or loss arising from the performance of any services carried out under the agreement.

Errors or omissions reported after 48 hours will still be amended but the additional time spent will be charged to client.

RP Virtual PA Solutions does not accept liability or responsibility for the end use of any documents or materials produced or edited by RP Virtual PA Solutions on behalf of the client, and reserve the right to refuse to undertake any work which RP Virtual PA Solutions believes to be unethical, unlawful or outside its skill set.

Clients are solely responsible for its appropriate use, including abiding by any copyright laws, plagiarism laws and publishing requirements.

### **Payment Terms:**

Payments can be made by bank transfer or cash.

Overdue payment will be subject to a 10% late payment fee during the first 30 days and an additional 10% will be levied for every 7 days subsequent to that whilst the payment remains overdue.

In the event that payment is not received after 10 weeks from the due date, RP Virtual PA Solutions will instruct their legal department to handle matters, for which clients may incur additional fees.

Should any payment fail, the client will be liable for all related charges.

Any and all costs incurred for chasing and/or recovering the outstanding payment will be added to account.

In the event of a contract being cancelled/terminated, the client agrees to pay for all work completed up to that point.

Any late cancellation of work will incur a £25.00 administration fee (24 hours' notice required).

If the client's original requirements change, RP Virtual PA Solutions reserves the right to change the original quotation following suitable consultation with client.

The hourly PAYG rate will be billed in 15-minute increments with time rounded up to the nearest quarter of an hour. The minimum invoice amount is one hour.

A deposit of up to 50% will be required before commencement of work for first project/set of tasks for PAYG clients.

PAYG invoices are payable within 7 days of the invoice date. Invoices will be sent by email to the client (unless otherwise requested by the client to send by mail). Invoices will be sent on a weekly basis.

Pre-payment packages clients will be sent an invoice upon confirmation of the first required "time bundle" package.

For ongoing "time bundle" packages, subsequent invoices are then sent to the client 14 days before the beginning of each month and must be paid on the 1st of each month (or the nearest working day to the 1st) by standing order.

Monthly retainer packages must be paid in advance and unused hours can be carried over to subsequent months.

Any additional charges for consumables or additional hours worked will be shown on the client's following month's invoice and are also payable on the 1st of each month. Additional hours will only be worked if pre-arranged between the client and RP Virtual PA Solutions.

Telephone, rail/bus travel, printing, stationery, postage and other expenses will be charged separately to hourly rate / package cost where incurred.

If turn-around of work of 24 hours is requested, additional charges may be applied.

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

RP Virtual PA Solutions is not currently VAT registered.

### **Virus Protection**

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

RP Virtual PA Solutions will communicate with you and others when appropriate by email but cannot be responsible for the security of correspondence and documents sent by email. By accepting these Terms of Business, you give informed consent to enable us to communicate with you on confidential matters by email, unless you have asked us not to do so.

RP Virtual PA Solutions uses anti-virus protection and all incoming emails/documents will be scanned. RP Virtual PA Solutions reserve the right to delete any unsolicited attachments or mail which causes concern from an unrecognised sender or has no subject heading or contains no message.

We confirm that you have been issued with (2) two copies of our Terms and Conditions, one copy to be retained for your records and the second copy to be duly signed and dated and returned to us.

NAME:

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COMPANY NAME:

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SIGNATURE:

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POSITION IN COMPANY:

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DATE:

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