



Terms and Conditions

A signed agreement outlining the details of the assignment will be required before the commencement of any work.

Should the client's original requirements change, we reserve the right to amend the quotation accordingly, following consultation.

New clients to pay a 40% deposit (based on the estimated cost of the initial project), prior to commencement of the work.

Transcription time depends entirely on the quality of dictation and the clarity of the speaker, as well as the positioning of the microphone. As a general rule we speak 3 to 4 times faster than we can type so it therefore follows that a 20 minute dictation with one speaker should take approximately 60 – 80 minutes to transcribe if the clarity is good. However if the clarity is poor or there is more than one speaker, transcription is likely to take longer.

We are unable to accept any responsibility or liability for the content of any material supplied to us by the client and transcribed, copied or edited by us on the client's behalf including but not limited to Copyright laws.

Payment is to be received no later than 14 days from the invoice date. If no payment has been received after 14 days, interest will be charged at 5% per week until the funds have been cleared. Payment to be made by bank transfer or cheque. All costs relating to your account will be recharged. These include travel, telephone, stationery, postage, courier etc.

Contracts can be terminated with 30 days written notice by either party.

Any errors found after submission will be corrected free of charge – but the final responsibility remains with the client.

Standard office hours are 9.00am – 5.00pm. Work requiring urgent deadlines of less than 48 hours or unsociable hours, i.e. evenings, weekends or bank holidays may attract a 25% surcharge when specifically requested by the client.

All incoming emails, files and discs are scanned for computer viruses, as are outgoing documents and emails. Please note that we will not open any unsolicited attachments to emails, or emails that have no message with the attachment, unless the attachment originates from a known and trusted source. Where anti-virus software indicated that the clients files are infected with a computer virus we will send an advisory email to the client so that they are aware that work cannot be undertaken until a client copy of the information is available.

We retain the right to reject work for any client, which we find to be immoral, illegal or questionable in terms of origin.