



## WORD-right Terms of Business

### 1. Quotations

- I. Projects are usually agreed on a price-per-project basis.
- II. The price for a project includes WORD-right's research and two (2) rounds of revisions, unless otherwise agreed.
- III. Revisions or amendments must be notified within 2 weeks of receipt of copy.
- IV. Additional revisions, changes, and extensions to the project are charged at the hourly rate quoted.
- V. All quotations are delivered as part of a Letter of Agreement. Both WORD-right and the client must sign this before work can commence.

### 2. Payment

- I. WORD-right is a small business, and expects prompt payment.
- II. WORD-right reserves the right to credit check clients before offering credit terms.
- III. WORD-right reserves the right to levy a 50% deposit on any project undertaken for a new client. The balance of payment due on completion of the project.
- IV. Unless otherwise agreed, payment is due on receipt of delivery of the finished copy or project.

### 3. Late Payment

- I. Client accounts which are outstanding after 15 days will be put 'on hold'. No further work will be carried out until full payment is received. Future work may require a 50% deposit or payment in advance.
- II. Payments which are outstanding after 15 days will attract a 8% above the bank rate surcharge to cover costs of recovery.
- III. Payments which are overdue after 30 days will be subject to a claim being made in the Small Claims Court.
- IV. Clients who are consistently late payers will be asked to provide an up-front deposit of 50% or full payment in advance before any new project can be started.
- V. As a part of IDEAS-right Ltd, WORD-right is VAT registered (890 2550 22).
- VI. WORD-right prefers electronic payments. The details are:
  - account name: IDEAS-right Ltd
  - sort code: 40-20-06
  - account number: 01781006
- VII. All cheques should be made payable to "IDEAS-right Ltd".

### 4. Ownership

- I. On completion of the project and after final payment is received, the copywriter will cede to the client all rights to the copy written by WORD-right.
- II. Copyright to the assembled copy is owned by WORD-right until full payment is received.
- III. If the client defaults on payment, any copy written by WORD-right cannot be used until full payment is made.

### 5. Cancellation

- I. If the project is cancelled for whatever reason, before copy is delivered to the client, the client remains liable for the time expended to date.
- II. Once the initial copy is delivered to the client (electronically or by any other means) the client is liable for payment in full.
- III. If WORD-right is unable to complete the project (through illness, other personal reasons), the client may purchase any unfinished work from WORD-right.

### 6. Partnership

- I. WORD-right expects to work in partnership with clients.
- II. Both parties agree to work together to complete the project to the agreed timescale.
- III. The client will provide WORD-right with the appropriate information to fulfil the brief.

### 7. Confidentiality & Non Disclosure Agreement

- I. WORD-right will not disclose to any third party, information obtained as the result of a project.

### 8. Testimonials and Examples

- I. WORD-right may approach a client after a project is complete for a testimonial to be included in WORD-right's portfolio, marketing information, or on the web site.
- II. WORD-right may use all or part of a completed project in WORD-right's portfolio, marketing information, or on the web site UNLESS the client specifically declines. WORD-right will ALWAYS check first with the client.

### 9. Communications and Delivery

- I. WORD-right is environmentally mindful, and so prefers electronic communications. These include email, telephone, and facsimile (facsimiles to WORD-right are delivered to email addresses).
- II. We understand that some client prefer face-to-face communications.
- III. Completed copy is primarily delivered by email, usually in Microsoft Word format. Other formats can be accommodated - please ask.

WORD-right  
30 Lords Piece Road  
Chipping Norton  
Oxfordshire, OX7 5HT

Tel : 01608 642 845  
Fax : 0870 486 6650  
Email : enquiries@word-right.co.uk  
Web : www.word-right.co.uk

WORD-right is part of IDEAS-right Ltd  
Registered in England : 5934818  
VAT Registration : 890 2550 22