

# Terms and conditions

These terms and conditions shall apply to each assignment.

1. Signed acceptance of our estimate, payment terms and/or booking form detailing the scope of work, is required before commencement of the project, or first hourly or monthly assignment.
2. Unless otherwise agreed, a deposit of 30% is required on all project plan assignments in advance of work commencing, with the balance being due and payable on receipt of completed work.
3. Retainer agreements are invoiced fortnightly in advance of each calendar month, and are due and payable prior to work commencing.
4. Hourly services are invoiced monthly or weekly and are due and payable on receipt.
5. Payment must be received in UK Pounds Sterling and can be made by cheque drawn on a UK Bank Account, payable to Grovely Business Solutions. Arrangements can be made for BACS payments or direct bank transfer with the client being responsible for any bank charges incurred.
6. Grovely Business Solutions reserve the right to charge interest on overdue amounts at the rate of 3% per month on the outstanding balance from the date of the invoice until the date of payment.
7. All bank charges to Grovely Business Solutions resulting from cheques returned unpaid will be borne by the client.
8. Companies and individuals will be invoiced and payment is due 14 days following date of invoice. Cash payments may be made for which a receipt will be issued.
9. Grovely Business Solutions reserve the right to add a 25% surcharge to any work requiring urgent deadlines of 24 or 48 hours.
10. We reserve the right to add a 25% surcharge to evening, weekend or UK bank/statutory holiday working when specifically requested by the client.
11. Any unused retainer hours are not refundable. We will be happy to provide additional services to cover the amount unused.
12. The client is responsible for final proofreading errors. If any errors are found we will be happy to correct them free of charge. However, we can accept no responsibility for errors found after the assignment is delivered to the client but will correct any found and notified to us within 7 days of receipt of the completed assignment. We reserve the right to make a small charge for this service.
13. We scan for viruses all incoming emails, files and discs. However, we will not open any unsolicited emails with attachments or emails without messages to the attachments. Please inform us if you wish to send an email with attachment, and what the attachment is