



## **TypeOut - Terms and Conditions**

The Client accepts the following terms and conditions of service upon submission of the order ("the Order"):

### **Services**

TypeOut will provide the services in the time and at the fee ("the Fee") agreed in advance with the Client;

In the event that TypeOut believes that additional time will be required to complete the Order due to poor audio/digital quality, TypeOut will notify the Client as soon as reasonably possible in order to agree a new fee and timeframe.

Our standard Intelligent Verbatim service is provided on the understanding that the typist, to the best of their ability, interprets the audio to read clearly with a high level of accuracy. This is therefore not necessarily word for word. All typists proof read their own work, however, to ensure an even higher level of accuracy we recommend our extra proof reading service.

The quality of the transcript is subject to the audio/video file being clear and a high quality recording. TypeOut will not be able to provide an accurate transcript if the recording is of poor quality or unclear. Extra charges will apply for poor quality recordings and the resulting transcription may not be accurate.

### **Payment**

Upon completion of the Order, TypeOut will issue an invoice for the Fee;

All Clients will be asked to settle the full payment of the quote / invoice prior to TypeOut commencing the Order. Unless, on prior agreement with TypeOut and having received an official purchase order number / document, the Client will pay the Fee for the services within fourteen (14) days of the date of the invoice.

All individuals must pay the total fee prior to TypeOut commencing the order this includes small businesses.

An official purchase order number/document may be accepted subject to the approval of the TypeOut management team.

Any overdue payments will accrue interest at a rate of 4% over Bank of England rate per day on the outstanding balance from the date of the invoice until full payment is received.

### **Confidentiality**

Any information provided to TypeOut for the purpose of fulfilment of the Order is for use by TypeOut only and will not be disclosed to third parties.

### **Liability**

TypeOut accepts no liability for mistakes. It is the Client's responsibility to proof read the Order and inform TypeOut in writing (to include via email or fax) within twenty four (24) hours of any mistakes or omissions. TypeOut will rectify such mistakes or omissions free of charge if notified in accordance with this clause.

### **Change in terms**

TypeOut reserves the right to increase rates or vary the terms of service at any time as deemed necessary providing that TypeOut has given at least 14 days notice to the Client prior to implementing such changes.

### **Complaints Procedure**

Any complaint must be received in writing via email to "info@typeout.co.uk" within twenty four (24) hours of TypeOut returning your work. TypeOut will then have 7 days in which to rectify any issues free of charge. Any complaints or rectification work required received after this time will be charged at our standard hourly rate.

### **Turnaround Times**

Turnaround times are subject to availability and must be agreed with TypeOut by email in advance to any work being commenced. Turnaround times do not include weekends or bank/public holidays. Turnaround times may be amended for poor quality recordings, strong foreign or regional accents, times of heavy workloads or other unforeseen circumstances as well as late payment without notice.

### **Postage**

All items sent by post will be returned by the same method. Clients will pay for the return postage at the standard Royal Mail fee as well as packaging. TypeOut accepts no responsibility for items lost or damaged in the post.

### **Termination**

The Client may terminate this agreement at any time providing that all monies outstanding are paid in full.