

By placing an order or engaging in a briefing with Wendy Jennings Creative (formally t/a The Admin House), you confirm that you are in agreement with and bound by the terms and conditions below:

1. Definitions:

The Client: The company or individual requesting the services of Wendy Jennings Creative.

Wendy Jennings Creative: Primary copywriter/proofreader, employees or affiliates.

2. General:

Wendy Jennings Creative will carry out work only where an agreement has been reached either by email, telephone or post. An 'order' is deemed to be a written or verbal contract between Wendy Jennings Creative and the client; this includes telephone and email agreements. All information is treated in the strictest confidence and never shared with a third party.

3. Copywriting/Proofreading services:

Whilst every effort will be made to ensure that the work carried out is error or virus free, Wendy Jennings Creative cannot accept responsibility for any losses incurred due to any system malfunction.

All work remains the property of Wendy Jennings Creative until all outstanding accounts are paid in full. Briefing time is chargeable and at the discretion of Wendy Jennings Creative, part or full payment of the project may be required before commencement.

Wendy Jennings Creative cannot take responsibility for any copyright infringements caused by materials submitted by the client. We reserve the right to refuse any material of a copyright nature, images or text included, unless sufficient proof is given proving permission to use such material.

The client agrees to make available as soon as is reasonably possible to Wendy Jennings Creative all materials required to complete a project to the agreed standard and within the agreed set deadline. Wendy Jennings Creative will not be liable for costs incurred, compensation or loss of earnings due to the failure to meet agreed deadlines.

Should a project commence and the client does not complete or provide all necessary information for Wendy Jennings Creative to finalise the project, then the full quoted price for the project must be paid upon presentation of an invoice from Wendy Jennings Creative, after a period of 3 calendar months from the commencement of the project.

This also includes Wendy Jennings Creative chasing the client for meeting dates in order to continue with project discussions. If the client decides they no longer wish to pursue project discussions, then the time spent on the project to date is due for full and final payment.

Wendy Jennings Creative will not be liable or become involved in any disputes between the client and their clients and cannot be held responsible for any wrong-doing on the part of the client. I.e. any disputes re content/images that have been provided to us for inclusion.

Once a project has been completed the final balance of payment then becomes due in accordance with our payment terms. There are no exceptions to this, i.e. if the client decides they no longer want the work they have commissioned they are still obliged to pay for any work that has been

done. Failure in Wendy Jennings Creative receiving payment shall result in legal action being taken if necessary.

Wendy Jennings Creative reserves the right to refuse to handle in any way, material which may be deemed offensive, illegal or in any way controversial; all decisions are final.

4. Payment of Accounts:

It is Wendy Jennings Creative's policy that any outstanding accounts for work carried out by Wendy Jennings Creative or its affiliates are required to be paid in full, no later than 7 days from the date of the invoice unless by prior arrangement with Wendy Jennings Creative. Once a deposit is paid (if required) and work completed you are obliged to pay the balance of payment in full. We will contact our clients via email and telephone to remind them of such payments if they are not received when due.

If accounts are not settled or Wendy Jennings Creative has not been contacted regarding the delay, access to the project content will be denied and we will then pass such cases to the Small Claims Court to pursue payment. Following consistent non-payment of an invoice our Solicitors shall contact the client in question, with a view to taking the matter further and if need be to seek payment through legal procedures, and if necessary a court summons.

Please note that Wendy Jennings Creative cannot at any time be held responsible for the volume of enquiries received as a result of any marketing material produced.

5. Complaints:

Anyone who experiences a problem with their service provided by Wendy Jennings Creative should raise the matter directly as soon as possible via email, text, or telephone to do so, giving sufficient information, clearly outlining the grounds for complaint. If no mention of unsatisfactory service has been made before the point of invoice, then the full amount is due.