

WOODROW SERVICES

TERMS AND CONDITIONS



Work is accepted, on the understanding that the following terms and conditions are agreed:

A signed Booking Form (available as a download from www.woodrowservices.co.uk), Customer Order Form or Business Services Agreement is required before undertaking any job. Written quotations provided on request.

If a client's job requirements change, then a new quotation will be required. Quotation amendments will be done in consultation with the client. If the new terms are not satisfactory and the job is subsequently cancelled, the client is liable to pay for any work or expenses already incurred.

DELIVERY OF MATERIALS, DATA AND DOCUMENTS

Please ensure all deliveries are well packaged. Original documents and other materials should be sent by a traceable method of delivery (Special Delivery post or courier). No responsibility can be taken for goods that do not arrive at Woodrow Services. Please call to negotiate courier delivery times.

PAYMENTS

Payment can be made by cheque, cash or BACS. Please make cheques payable to Woodrow Services. Credit cards are not accepted.

Invoices will be issued on completion of a job and payment will be due strictly 30 days from the date of the invoice. Woodrow Services reserves the right to charge additional accrued monthly interest at the rate of 10% per month up to the payment date, and a late payment administration fee, on any overdue payments. Any bank charges incurred for returned cheques will be the responsibility of the client and must be paid in full.

SPECIAL CHARGES AND PAYMENT TERMS

Jobs are generally priced per hour of work undertaken. Any other terms agreed with Woodrow Services should be quoted on the Booking Form or Customer Order Form when submitting work.

All additional charges will be included in the quotation and are incurred for items, including, but not exclusively:

- Output costs - materials (eg: bulk mail supplies, large print runs, presentation folders)
- Printing costs - professional printing costs
- Postage - postage if we are to undertake the posting of a mailing
- Travel/gifts - travel/accommodation or gifts
- Websites - hosting and domain costs

COMPUTER VIRUS CHECKS

Please note that all incoming e-mails, files and disks will be scanned for viruses. Any suspect e-mails or unsolicited files and attachments will not be opened. Please ensure that your e-mail message quotes your Quotation, Booking or Order Number in the subject line, and is not left blank. Clients will be informed if any information/files they submit are found to be infected by a virus.

DATA PROTECTION ACT AND BACK-UP PROCEDURES

All data collected, used and stored by Woodrow Services complies with the Data Protection Act. Data back-ups of all work will be kept for a period of one year only, unless written instructions are received to arrange other terms. After a year files may be deleted.

FINAL RESPONSIBILITY

Woodrow Services prides itself on the high quality of our work. Woodrow Services will supply a proof of work for approval before proceeding with any output. Whilst every care is taken in the preparation of any work, Woodrow Services advises that a client should check all work themselves before approving a proof for output. Any errors made by Woodrow Services and corrected at this stage will not be charged for. Woodrow Services cannot accept responsibility for any inaccuracies or changes in information since submission, or for consequential loss arising from such inaccuracies or changes, or for any other loss, direct or consequential, arising in connection with the error. Any subsequent changes can be made after agreement of a timescale and charge.

ETHICAL INTEGRITY

Woodrow Services retains the right to reject work that involves material found to be illegal, immoral or objectionable. Any work that is submitted must not be plagiarised material, and Woodrow Services will accept no responsibility for this material. Clients are responsible for material content and should abide by copyright laws and publishing requirements. Woodrow Services is not responsible for the end use of any material it has produced or edited on behalf of a client.

VISITS TO WOODROW SERVICES

Due to insurance, and health and safety restrictions, clients are not permitted to visit the premises of Woodrow Services. Visits to the client's premises or to another suitable venue can be arranged on request. Travelling expenses will be charged as arranged.

CONFIDENTIALITY

Woodrow Services will protect a client's confidentiality at all times. No proprietary information regarding the client will be used for the benefit of Woodrow Services, and nothing will be disclosed, divulged or communicated to other parties without the client's specific written permission. Woodrow Services understands that confidentiality is a sensitive issue, and in an effort to assure clients of our integrity we would be willing to sign a confidentiality or non-disclosure agreement.

If you have any queries, please contact Hazel Duhy, Proprietor of Woodrow Services.

Woodrow Services

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