



0844 351 0294

e-assistant
161 St Lukes Avenue
Ramsgate
Kent CT11 7HS

TERMS OF BUSINESS

1. GENERAL

- 1.1. By accepting a quotation, or instructing e-assistant to undertake an assignment(s), you are deemed to have accepted these terms of business. Please retain a copy for your own records. Any deviation from these terms must be agreed in writing and signed by both parties.
- 1.2. A written estimate for services will be provided by e-assistant upon request.
- 1.3. Where a deposit is requested, this must be paid prior to commencement of assignment.

2. WEB SERVICES

- 2.1. Where Web Design Services are engaged, a proof of your finished website will be provided for your approval, prior to uploading to your domain. Should there be any discrepancies with the site, please make this known to e-assistant prior to your site going live in order that these can be rectified.
- 2.2. Should the invoice for the website become overdue for payment, e-assistant reserves the right to take the site off-line until the invoice is paid in full.
- 2.3. Where e-assistant provides a web hosting service, the hosting fee will be payable on a yearly basis and e-assistant will provide an invoice annually as hosting fees become due. This payment for hosting services must be received by the due date to avoid a break in hosting services. Should full payment not be received by this time, e-assistant reserves the right to suspend the website until such time as full payment is received and cleared.
- 2.4. For domain registration services, fees are payable on an annual basis (for .com domains) and every two years (for .co.uk domains) and will be invoiced as they become due. If payment is not received by the stated due date, your right to the domain name will be forfeited and any services attached to the domain such as website and email will be immediately terminated.

3. CONTRACT FOR RETAINER PACKAGES & WEBSITE MAINTENANCE PACKAGES

- 3.1. Booking a monthly retainer package reserves the set number of hours to you or your company each month. A letter of engagement relating to Retainer Packages and detailing the contract between you 'The Client' and 'e-assistant' and any discounted rates applied to your retainer package will be issued at commencement of contract.
- 3.2. All hours worked are recorded and deducted from that month's agreed hours.
- 3.3. The agreed monthly fee is payable in advance at the beginning of each month.
- 3.4. Additional hours worked will be invoiced at the 'retainer discounted hourly rate' at the end of the month.
- 3.5. Unused Hours cannot be rolled over to the following month and full payment will remain due.

4. HOW TO PAY

- 4.1. Full payment is due upon completion of an assignment and all invoices are due for immediate payment.
- 4.2. Payment is accepted by Cash, Cheque, BACS transfer. Cheques should be made payable to **V. MACE**.
BACS Details: Sort code: **11-06-27** Account No. **00425476**.
- 4.3. Invoices will be submitted in £GBP Sterling and will be subject to any bank charges related to payment handling charges.
- 4.4. Deposits received on account will be deducted from the balance due on the invoice.

➤ Media design

➤ Web Design

➤ Web Services

➤ Business Support

www.e-assistant.co.uk

info@e-assistant.co.uk



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4.5. Any additional costs for materials used as a direct result of a project, such as telephone charges, postage costs or stationery and not provided by the client will be added to the invoice.

5. LATE PAYMENT

- 5.1. Payments received will be applied to the oldest outstanding invoice(s).
- 5.2. Where an invoice has not been settled in full within 14 days, statutory interest at a rate of 8% above the late payment reference rate will be applied to the full amount outstanding.

6. CONFIDENTIALITY

- 6.1. E-assistant respects client confidentiality and will exercise discretion at all times. Information about the client and the assignment are treated as confidential and will not be revealed to any third party, unless this is with prior agreement of the client, or deemed to be necessary by law.
- 6.2. Should you have particular confidentiality requirements, or your own confidentiality agreement that you would like e-assistant to sign, please advise e-assistant prior to the assignment commencement.
- 6.3. Please note that all original documents, disks and CDs submitted to e-assistant will be returned to the client once the assignment is complete and payment is received.

7. PROOF OF POSTAGE

- 7.1. In the event that important original documentation is to be sent via the post, clients are advised to use the Post Office recorded delivery service. e-assistant cannot accept responsibility for loss or damage to documentation sent in the post or by any other method.

8. BACK UPS

- 8.1. Work undertaken by e-assistant will normally be kept on file for a period of 12 months, after which work may be deleted.

9. DISCLAIMERS - FINAL RESPONSIBILITY, END USER & VIRUS PROTECTION

- 9.1. e-assistant endeavors to produce a high level of accuracy in work. Final responsibility for proofreading of all work lies with the Client. In the event of an error, this will be rectified at no extra cost to the client provided that e-assistant is notified within 14 days of client's receipt of the completed work. e-assistant will be liable for the cost of work only, no further liability is acknowledged.
- 9.2. e-assistant is not responsible for the end use of any document produced or edited by e-assistant on behalf of the client and it is the full responsibility of the client to observe any copyrighting laws. All disks and time will be invoiced.
- 9.3. e-assistant operates and regularly updates Anti-Virus software. However e-assistant cannot be held responsible for liability of any damage caused by computer viruses. Clients are advised to ensure they have adequate virus protection systems in place at all times.