

TERMS AND CONDITIONS

Use of this Web Site constitutes acceptance of the Terms and Conditions. You represent that you have read and understood these terms and conditions and agree to be bound by them. The terms "The Interactive Office" & "TIO" encompasses all information on this site and any subsequent newsletters. In order to use this site you must agree to be legally bound and to abide by the terms and to indemnify and hold TIO harmless from all claims, damages and expenses relating to any warrant, guarantee or representations made by the individual merchants or linked sites. This also includes, without limitation, legal fees. The use of this site for any reason is deemed to be an agreement of this condition.

Written quotations will be provided on request but please see our Prices Page for a guide to our fees and service prices. A signed Order Form and deposit will be required before undertaking any project. The Order Form lists details of the task and any specific requirements, and indicates the client's acceptance of our Terms & Conditions.

Please note - If your original requirements change, we reserve the right after suitable consultation to amend the original quotation.

We are pleased to accept work from the UK or abroad, as long as the output is in English and our payment terms are agreed

For individuals in UK a signed order is required before work will commence. Payment of 30% of the total amount is due in advance, with the balance payable on satisfactory completion of the work. An invoice will be submitted with the completed work and is payable within 7 days.

For businesses and other organisations assigned order will be required before work will commence. Payment of 30% of the total amount is due in advance, with the balance payable on satisfactory completion of the work. An invoice will be submitted with the completed work and is payable within 28 days.

In the event that an order is cancelled after the work has started, you will be charged in full.

We reserve the right to add a 15% supplement when work is requested within 24 hours, over weekends, public or bank holidays.

All invoices will be submitted in £ sterling and will be subject to any bank charges related to bank transfers.

We reserve the right to charge interest on overdue amounts at the rate of 5% per month on the outstanding balance from the date of the invoice until the date of payment. If a cheque is returned by the bank, the client will be responsible for all bank charges resulting from the returned cheque.

Payment can be made by cash or cheque, payable to Ian Robertson. Please note we do not accept credit cards.

Please note The Interactive Office (TIO) is not responsible for the end use of any document produced or edited by us. Clients are solely responsible for its appropriate use, including abiding by any copyright laws, plagiarism laws and publishing requirements. TIO is not responsible for the content of any document supplied to them. Clients should not pass off plagiarised material as their own original work. TIO will assume no responsibility for any plagiarised material supplied by a client and reserves the right to return the work should TIO become aware of such inappropriate use. TIO retains the right to reject work, for any client, which involves material TIO finds to be illegal, immoral or objectionable.

Final responsibility for proofreading errors in completed work (including manuscripts, dissertations) rests with the client. TIO can accept no responsibility for errors found after submission but will gladly correct any found within a reasonable time scale. If errors are found in the work, they will be rectified free of charge but they must be notified within 24 hours of receipt of completed work or within 14 days for work of more than 3,000 words. No further liability is acknowledged.

Please note - in the current climate of prolific computer viruses, all incoming emails, files or disks will be scanned. However, even after scanning we will still not open unsolicited attachments to emails or emails containing no message alongside the attachment.

Please note - for insurance and safety reasons, we cannot permit personal visits to our premises.

Please note - back-up copies of client files are kept for a period of one year only. After that time, they will be deleted. We advise all clients that original documents should be sent via a traceable method of delivery, either by post office special delivery or courier.

Any recommendation made on this site is a personal opinion only and does not constitute any form of warrant, guarantee, promise or assurance. TIO accepts no responsibility for any losses arising from such recommendations or the use of linked sites.