



Business Friend Limited (Business Friend) will assume this document has been read and the Terms below agreed on receipt of a Firm Order from the client.

A copy of this Terms of Business can be provided for signing by the client and Business Friend if required.

### Assignment Processing & Payment

1. Business Friend will provide a personalised quotation by email, which will summarise rates, turnaround time and project requirements particular to the client's request. Acceptance of the quotation can be confirmed by either:

- Replying to Business Friend's email accepting the quotation; or
- Signing and returning the quotation to Business Friend by email or post.

The client's confirmation of acceptance will form a Firm Order and Business Friend's Terms of Business will be in effect.

2. No works will be carried out until a Firm Order is received and, if required, a client purchase order number provided.
3. Rates quoted for transcription and audio typing projects are based on good quality recordings. Should recordings be of poor quality when received, then Business Friend will contact the client to discuss a possible change in rate or to advise if Business Friend is unable to produce a transcript due to the audio quality.
4. If at any time during the assignment, the client's requirements change or Business Friend anticipates a possible change in the rate or in turnaround time, this will be discussed immediately between both parties and clarified by Business Friend to the client via email for acceptance before continuing with any further works.
5. On assignment completion, the final documentation will be supplied via the agreed method (for example a password protected Word document by email).
6. An invoice will be submitted on or around the 26<sup>th</sup> of the month during which the works was completed for payment to be received within 28 days of invoice date.
7. Payment is acceptable by BACs or cheque (please allow 7 days for post and cheque clearance).
8. Business Friend reserves the right for late payments to incur interest at a rate of 2% per week from 7 days after the payment due date.

### Confidentiality

1. All assignments undertaken by Business Friend are considered strictly confidential and no details will be revealed to any third party whatsoever unless specifically authorised by the client or deemed necessary by law.
2. Business Friend Limited will sign separate confidentiality agreements or non-disclosure agreements as required by the client and appropriate.
3. All freelance team members used by Business Friend have signed Business Friend's strict confidentiality and non-disclosure agreements and have completed Business Friend's application procedure and training period.
4. Recordings and completed transcripts and documents will be saved on Business Friend Limited's secure server to aid further editing if required for approximately 3 months and will then be destroyed. The client should advise Business Friend if they require the documents deleted sooner or if works should be held for a longer period.

### Other Conditions

1. Business Friend will not be liable for incorrect information within the documents it produces on the client's behalf insofar the information has been provided by the client.
2. Business Friend is confident in the quality of the service it provides to its clients. However, should a client be unsatisfied with Business Friend's service, this should be discussed immediately and details submitted to Business Friend in writing for the matter to be urgently resolved.
3. Business Friend reserves the right to terminate an assignment with immediate effect should the project differ from the original agreement and receive payment for works carried out to date. Should the client wish to terminate an assignment and Business Friend has started works, Business Friend must be paid to date unless there is evidence of Business Friend not working to the original agreement. Should a client cancel an assignment, having provided a firm order, within 1 week prior to the assignment start date, a 25% charge may be made.
4. In the unlikely event of equipment failure Business Friend cannot be held liable for any lost information. Should the client require postal or courier services to be used on assignments, Business Friend cannot be held liable for any works lost during transit.