



## Terms & Conditions

### **Booking work/Receiving completed work**

Work may be submitted by emailing a brief to [admin@enigmaoffice.co.uk](mailto:admin@enigmaoffice.co.uk)

For standard audio typing, copy typing and proof reading – submission of documents/digital recordings indicates acceptance of these terms and conditions.

Work can be submitted via the [File Upload](#) page at [www.enigmaoffice.co.uk](http://www.enigmaoffice.co.uk) or by CD ROM, email attachment, web link, post or USB memory stick. All templates, digital files, processes, web links required must be provided prior to commencement of the work. Enigma Office Solutions are able to accept files in MS Word, Excel, Powerpoint and may be able to convert other document types if requested. Audio typing can only be carried out from a digital sound file, audio tapes are not accepted.

All quotations (even if previously communicated verbally) will be submitted electronically, acceptance of a quotation indicates acceptance of our terms and conditions.

Timescales and deadlines will be agreed prior to commencement of the task. For most services this is five to seven working days and will depend on the nature of the work although this will be discussed with our client prior to the work being undertaken. If a request for a same day or urgent service has been made Enigma Office Solutions will update the client as to whether their work can be accommodated.

### **Confidentiality:**

All work is undertaken in confidence, Enigma Office Solutions will not disclose any client information to any third party unless either requested to by the client or legally obliged to.

All work will be kept on file for a period of 12 months, after this time it will be destroyed.

If required Enigma Office Solutions LTD will sign a non-disclosure agreement or confidentiality agreement should the client wish.

### **Liability**

Enigma Office Solutions LTD use anti-virus software and will scan all documents and attachments prior to use, although no guarantee can be provided. It remains the client's responsibility to install their own anti-virus protection.

Enigma Office Solutions LTD thoroughly check all work prior to returning to a client however final proof reading remains the responsibility of the client, should an error be raised within two working days of submission of the completed work then Enigma

[www.enigmaoffice.co.uk](http://www.enigmaoffice.co.uk)  
[admin@enigmaoffice.co.uk](mailto:admin@enigmaoffice.co.uk)

First Floor, Hoyland House, Woodland Way, Kingswood, Surrey. KT20 6NW.

Office Solutions will be happy to correct any errors/omissions free of charge. Enigma Office Solutions LTD will not be held responsible or liable for the end use of any material generated/processed by us.

Enigma Office Solutions LTD will not be held responsible for any loss, damage, theft etc of data, documents, equipment or any items during transit to or from our registered office address. We recommended that any documents are sent by registered/recorded post to ensure safe receipt.

In no event shall Enigma Office Solutions LTD be liable for any indirect punitive, special or incidental damage (including loss of business, revenue, profits, use, data or other economic advantage) howsoever it arises.

**Invoices and Payment:**

Invoices will usually be submitted upon completion of the project (unless the client has requested monthly invoicing). In certain circumstances, such as a job taking over 10 hours an invoice will be submitted prior to the work being undertaken; once this has been paid the work will commence.

Payments by the hour attract a minimum charge of one hour (£20) and will be charged in 15 minute increments thereafter. Clients requesting Bespoke Projects will be provided with a quote for the hourly rate, minimum charge of an hour. Minimum charges for other services: Audio Typing: £10; Copy Typing £8.00, Proof Reading £7.50. (Prices are correct as at 01 October 2014)

Urgent service – for jobs that are urgent an additional £30 charge will apply (other than audio typing through the same day service). Timescales and whether a fee is incurred for urgent jobs will be discussed upon receipt before any work is undertaken.

Postage, printing, and other ancillary items required for a specific project will be charged at cost (with no admin fee associated). Any mileage undertaken as part of a project will incur a charge of 45 pence per mile.

Our payment terms are payment within 21 days of the invoice date, payment to be made by BACS or by cheque to Enigma Office Solutions LTD

Enigma Office Solutions LTD does not currently charge VAT.