



## Terms and Conditions of Business

These conditions set out the terms on which we are retained to conduct Business Support Services for your business. Their purpose is to help you, The Client, understand your rights and obligations. Should you require further clarification, please contact us by emailing [info@loveadmin.co.uk](mailto:info@loveadmin.co.uk)



### 1. General

- 1.1. **Love Admin** endeavors to conduct all business remotely. In the event that you need to send any original documents to us, please send via recorded delivery post.
- 1.2. A signed contract is required before commencement of work. This indicates The Client's acceptance of our Terms & Conditions.
- 1.3. Work will be presented using Microsoft Office applications.
- 1.4. **Love Admin** will not be held liable or responsible for the end use of any document or work carried out by us. We retain the right to reject work which involves material we feel is illegal, immoral or objectionable.
- 1.5. The Client has the right to cancel or change any assignment in writing. We reserve the right to charge for work carried out up until the assignment cancellation or change notice is received. We also reserve the right to revise delivery deadlines in light of any changes.
- 1.6. Either party may cancel this agreement with 30 days written notice to the other party, otherwise the agreement shall remain in force from the date hereof.
- 1.7. If **Love Admin** cancels the agreement we will be liable to provide the full amount of hours paid for, unless otherwise agreed with The Client.
- 1.8. In the event of a contract cancellation the Client will be liable to continue paying fees during the 30 day notice period.
- 1.9. Although every effort will be made to ensure reliable service, in the event of equipment failure, **Love Admin** cannot be held liable for any loss of information.
- 1.10. These Terms & Conditions are subject to change at any time. We will inform you of any additions or changes 30 days prior to them coming into effect.
- 1.11. We pride ourselves on the quality of the work and services that we provide. We do however appreciate that situations may arise when The Client may be unhappy with the work or service they have received. If you feel dissatisfied please inform us as soon as possible [info@loveadmin.co.uk](mailto:info@loveadmin.co.uk) so that we can work together to quickly resolve any issues.



### 2. Way of Working

- 2.1. When supplying work The Client must clearly state a preferred and a final return time/date for the work to be completed which must be no earlier than 48 hours after our receipt of it.
- 2.2. Upon receipt of the work we will acknowledge it and either indicate our agreement to The Client's requested timescales or advise The Client of our proposed completion times. If The Client does not agree to these revised timescales we will immediately return the work.
- 2.3. We will complete and return the work forthwith and in any event no later than the timescales required by The Client. The work will be completed accurately using any templates supplied.
- 2.4. We will draw to The Client's attention any problems with the work and/or our ability to complete it as soon as we become aware of them. If the problem identified is one of The Client's making they agree to use reasonable endeavors to deal with the problem and, if necessary, resend the work with fresh completion times and dates. If the problem is of our making we will at The Client's option return the work or agree a means of dealing with the problem and agree with The Client a new timescale for completion of the work.



- 2.5. Responsibility of final document proof reading lies with The Client. Any errors notified to us in writing within 3 working days of receipt will be corrected free of charge. After 3 working days it shall be deemed that the work has been accepted as free from errors and omissions and **Love Admin** will accept no liability or loss arising from the performance of any services carried out under the agreement.
- 2.6. Errors or omissions reported after 3 working days will still be corrected but the additional time for correction will be charged to The Client.



### 3. Charges & Payments

- 3.1. Client Packages must be paid in advance. For new clients first payments must be made via our website at [www.loveadmin.co.uk](http://www.loveadmin.co.uk). Thereafter invoices will be issued directly to you on the **first** day of the month.
- 3.2. Any additional hours worked outside of the package taken will be charged at a standard rate of **£35** per hour unless otherwise agreed.
- 3.3. All work completed for The Client is tracked using time tracking software which allows **Love Admin** to accurately record time spent on tasks.
- 3.4. Where incurred, telephone, rail/bus travel, printing, stationery, postage and other expenses will be charged separately on a monthly basis at cost.
- 3.5. If The Client's original requirements change, we reserve the right to change our original quotation following suitable consultation with The Client.
- 3.6. Payments can be made by BACS transfer. Bank details are included on our invoices.
- 3.7. Payment is strictly 7 days from receipt of invoice.
- 3.8. Failure to pay within 7 days will result in interest being charged at the prevailing rate from the overdue date. Any and all costs incurred for chasing and/or recovering the outstanding payment will be added to account.
- 3.9. Whilst an invoice remains unpaid, we reserve the right to decline to carry out any further work even though the work may not be completed.



### 4. Confidentiality & Data Protection

- 4.1. Confidentiality is guaranteed at all times.
- 4.2. No information will be made available to any third party, unless The Client gives their permission.
- 4.3. All work will be kept on file for 12 months or upon termination of our working relationship. After this time, work will be deleted unless we are specifically instructed otherwise.

Signed: \_\_\_\_\_

Company: \_\_\_\_\_

Date: \_\_\_\_\_