

# PRICES

Below are the main services offered at Total Secretarial Solutions, but if you require a service that is not mentioned, please contact me as I am sure I will be able to assist!

**Word Processing - £12.50-£14.50 per hour**

Standard copy typing of letters, reports, curriculum vitae, tenders, manuscripts, memos, faxes, minutes, quotations, statements, forms, clients accounts, manuals, training material, document templates.

**Mailshots & Labels - £14.00 per hour**

Your mailshot typed, printed, folded into envelopes and posted or sent by Email or fax. Database supplied back to you by Email.

**Curriculum Vitae Writing - £70.00 (no matter how long it takes), including 10 copies**

**Desktop Publishing - £18.00 per hour**

Newsletters, flyers, leaflets, brochures, invitations, menus, certificates and price lists.

**Presentations - £18.00 per hour**

Overhead slides, animated presentations on CD, speakers notes and handouts.

**Databases/Data Processing - £16.00 per hour**

Creation of database, subsequent updates and data entry. Database supplied back to you by Email or on CD.

**Spreadsheets/Charts/Graphs - £14.00 per hour**

**Telemarketing - £30.00 per hour**

**Proof-reading - £15.00 per hour**

**Telephone Answering - £50.00 - £150.00 per week**

**Printing - £11.00 per hour**

**Tailor Made Training - £30.00 per hour**

Printing of existing documents supplied on floppy disk, CD in black and white or colour.

**Travel Arrangements - £13.00 per hour**

Booking of flights, ferries, hotels and car hire including Emailed or posted itinerary.

**Venue Finding - £12.00 per hour**

Location of venues for meetings, conferences, exhibitions, trade shows, etc.

**Scanning - £13.00 per hour**

Documents and photographs up to A4.

**Photocopying - £12.00 per hour**

Black, white or colour up to A4.

**Internet Research - £14.00 per hour**

**PLEASE NOTE:** All prices include unlimited use of telephone, fax, Email and internet but exclude stationery and postage expenses incurred.

For urgent assistance outside of our normal hours of 9.00 am - 5.00 pm, Monday to Friday, please add £6.00 per hour for all services to the hourly rates quoted above.

# TOTAL SECRETARIAL SOLUTIONS

## WENDY JOHNSON

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# TERMS AND CONDITIONS OF SERVICE

## Introduction

This document explains the Terms and Conditions for use of services provided by Total Secretarial Solutions, "the company" and any company, firm, organisation or private individual trading with the company, herein known as "the customer". By using the services provided by the company you are acknowledging your acceptance of these Terms and Conditions and your agreement to adhere to them. This policy may be updated periodically.

## Disclaimer of Warranties

Total Secretarial Solutions specifically disclaim all and any liability to the customer for any incidental, indirect or consequential loss or damage of any nature whatsoever relating to or arising out of the customer's use of the service, whether due to inaccuracy, error, omission or any other cause. The customer bears full responsibility for the material which they supply to Total Secretarial Solutions and the accuracy thereof. In no circumstances will any liability for negligence be the responsibility of the Company.

## Delivery and Payment

- (a) Terms are strictly within 14 days of delivery of the completed work.
- (b) Delivery of work shall be accepted when tendered and thereupon or if earlier on notification that the work has been completed payment shall become immediately due.
- (c) In the event that a cheque or cheques offered in payment do not immediately clear the sum of £25 for each occasion that each cheque(s) needs to be represented will be payable.
- (d) Should expedited delivery be agreed and necessitate overtime or other additional cost, an extra charge may be made.
- (e) Unless otherwise stated the price estimated is for delivery of the work to the Customer's address as set out in the written estimate. A charge may be made to cover any extra costs involved for delivery to a different address.
- (f) Should work be suspended at the request of or delayed through any default of the Customer for a period of 14 days then Total Secretarial Solutions shall be entitled to payment for work already carried out, materials specifically ordered and any other additional costs.

## Proof-reading

Final responsibility for proof-reading errors in completed work (including manuscripts and dissertations) rests with the Customer. Total Secretarial Solutions can accept no responsibility for errors found after submission but will gladly correct any found within a reasonable timeframe. If errors are found in the work, they will be rectified free of charge but they must be notified to the Company within 24 hours of receipt of the completed work or within 14 days for work of more than 4,000 words.

## Claims

Claims arising from damage, delay or partial loss of goods in transit must be made in writing to Total Secretarial Solutions and the carrier so as to reach them within three days of delivery and claims for non-delivery within 14 days of despatch of goods. All other claims must be made to the Company within five days of despatch.

## Liability

- (a) The Company shall not be liable for indirect loss or third party claims occasioned by delay in completing the work or for any loss to the Customer arising from delay in transit not caused by the Company.
- (b) Where work is defective for any reason, including negligence, the Company's liability (if any) shall be limited to rectifying any defects.

## Customer's Property

The Customer's property and all property supplied to Total Secretarial Solutions by or on behalf of the Customer will be held, worked on and carried at the Customer's own risk.

## Insolvency

If the Customer fails to pay any sum due to the Company by the due date or on the Customer becoming the subject of bankruptcy or liquidation proceedings the Company, without prejudice to other remedies shall:

- (a) have the right not to proceed further with any work it is contracted to do for the Customer and be entitled to charge for work already carried out (whether completed or not) and materials purchased in connection with such work, such charge to be an immediate debt due to it; and
- (b) in respect of all unpaid debts due from the Customer have a general lien on all goods and property in its possession (whether worked on or not) and shall be entitled on the expiration of 14 days of notice to dispose of such goods or property as it thinks fit and to apply any proceeds towards such debts.

## Illegal Matter

- (a) The Company shall not be required to produce any matter which in its opinion is or may be of an illegal, libellous, offensive or obscene nature or an infringement of the proprietary or other rights of any third party.
- (b) The Company shall be indemnified by the Customer in respect of any claims, costs and expenses arising out of any libellous matter or any infringement of copyright, patent or design or of any other proprietary or personal rights contained in any material produced for the Customer.

## Force Majeure

Every effort will be made to carry out the work agreed but its due performance is subject to cancellation by the Company or to such variation as it may find necessary as a result of its inability to secure labour, materials or supplies, or as a result of machinery breakdown or any Act of God, war, strike, lockout or other cause beyond the Company's control.

## Law

These Terms and Conditions of service and all other express terms of contract shall be governed and construed exclusively in accordance with the Laws of England. If any provision of these Terms and Conditions is held by a Court to be invalid, the remaining provisions will remain in full force and effect.