

Words and Deeds

Terms and Conditions

Words and Deeds (also referred to as W&D in these terms and conditions) is committed to providing a professional and confidential service to its clients. These terms and conditions have been drawn up to safeguard both Words and Deeds' and the clients' interests.

Clients are made aware of the following:

Proofreading and copy-editing work

1. The price and deadline for a piece of work will be discussed by W&D and the client and are deemed to have been accepted and agreed once the client confirms such in writing. If the client has any queries about the price or any of these terms and conditions, they should be raised with W&D before the quotation is accepted. Please note that prices quoted on the website and in advertising material are general guidelines and an exact quotation will be given for each client and piece of work. Prices on the website and in advertising material may be subject to change at any time and without prior notice. (W&D endeavours to ensure that the website and advertising material are error-free but cannot guarantee this.)
2. The client must inform W&D at the beginning of the discussions if the work is required urgently; W&D will inform the client if the work cannot be completed within that timescale.
3. On acceptance of the price and deadline, an invoice will be raised and emailed to the client.
4. Payment is required by BACS and must be cleared funds before the work is commenced. Clients are required to pay all fees associated with the payment – this is especially the case if the client is using a non-UK bank, where fees are more likely to be charged.
5. If the client is not able to make a BACS payment, they should notify W&D of their PayPal email address. A 5% charge may be applied to the invoice by W&D in such circumstances.
6. If during the proofreading/copy-editing process it becomes obvious that more work is required – or if the client requests additional tasks as part of the previously agreed work – then W&D may renegotiate either/both the fee and/or deadline.
7. If the client wishes to bring forward a deadline, W&D reserves the right to refuse such a request – although every attempt will be made to comply with the client's wishes.
8. If the client cancels their agreement after W&D has begun to proofread/copy-edit the client's work, then only a partial refund will be made, based on the outstanding word count.
9. The client is requested to provide the work to be proofread/copy-edited as a Microsoft Word document.
10. The client is also requested to provide any additional documents, guidelines or instructions to which they have been working, in order that W&D can also follow them. However, the client is solely responsible for checking that their work adheres to any such guidelines.
11. The completed work will be returned on or before the agreed deadline – unless any unforeseen circumstances arise which prevent this. In such a case, W&D will inform the client of the situation and expected outcome as soon as possible.
12. The client must keep an original copy of the work that they have sent to W&D. However, they must agree to not make any amendments to the work that they have sent to W&D whilst the proofreading/copy-editing process is taking place. This is to ensure that there is only ever one master copy of the work.
13. W&D is not liable for any issues arising from the client's failure to clearly communicate their requirements regarding the work required.
14. The client is fully responsible for reviewing and accepting the returned work. Although every effort is made to provide work to a high standard, W&D is unable to guarantee that returned work is 100% error-free and cannot be held responsible for any errors.

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15. W&D will not proofread/copy-edit any work suspected of being plagiarised. Potential clients are requested to not send such material to W&D.
16. W&D will not proofread/copy-edit any work suspected of being generated by AI. Potential clients are requested to not send such material to W&D.
17. W&D cannot influence the grade or mark awarded for any work proofread/copy-edited by W&D. The client must check that use of a proofreader/copy-editor is acceptable to their academic institution/publisher/etc.
18. Whilst W&D provides a proofreading and copy-editing service to assist clients with the writing of their work, specific subject advice cannot be given. If the client has a subject-specific query, this should be discussed with the appropriate tutor/publisher/etc.
19. W&D will refuse to proofread/copy-edit any work deemed to be discriminatory, defamatory or otherwise improper, or contrary to national or international law.
20. If the client notifies W&D of any complaint regarding the completed work, W&D will take notice and review such a complaint with the client. The outcome will range from no action being taken to part/all of the work being revised or, in exceptional circumstances, a full or partial refund of monies paid by the client for that piece of work. No liability is admitted under this point.
21. W&D reserves the right to refuse to provide a service to any potential or existing client.
22. Clients are assumed to have provided W&D with their full and true personal details. W&D also assumes that all work supplied by the client is their own. If this is found not to be the case, W&D may refuse to provide a service to the client.
23. The client is responsible for the content of their work, and its copyright remains with them. Any content created in the work by W&D will become part of the client's copyright.
24. W&D will maintain the confidentiality of the client's work.
25. W&D will delete all of a client's material from the computer hard disk and any other places it has been stored if requested to by the client.
26. W&D uses virus protection software, but cannot guarantee that files are virus-free. The client should also use virus protection software.
27. W&D may use anonymised client testimonials in advertising material.
28. W&D reserves the right to amend these terms and conditions without notice, at any time.
29. This agreement is subject to the laws of the United Kingdom.

Additional terms and conditions for critiquing service clients

1. W&D will provide a 1-2 page, single-spaced Word document which will focus on aspects such as flow, language use, and content.
2. Please note that this is not a proofreading service, so there will be no tracked changes applied to the original Word document – although W&D will note if there are issues with spelling, grammar or punctuation. If, however, proofreading is required as well as critiquing, this option can be added to the provided service at an additional cost to be discussed on application.
3. If the client re-writes the work and wants W&D to critique this revised version, timescales and rates will be discussed on receipt of the revised document and any requirements.

Additional terms and conditions for organisations paying for the work

1. W&D may agree to 30-day payment terms – to be agreed before the contract/work begins.
2. W&D may charge interest/compensation if the payment exceeds 30 days (as per the Late Payment of Commercial Debts (Interest) Act 1998) (www.legislation.gov.uk/ukpga/1998/20/contents), and may refuse to undertake further work – including any work in progress – until full payment is made.

* *Thanks to the SFEP for providing the basis for these terms and conditions.*

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