

Louise Potter Virtual Assistant TERMS & CONDITIONS

1. These terms & conditions apply to any work done for the Client by the Freelance.
2. The Freelance will provide service(s) as mutually agreed, confirmed in writing by the Client.
3. The work will be carried out unsupervised at such times and places as determined by the Freelance, using her/his own equipment.
4. The Freelance confirms that she/he is self-employed as a sole trader, is responsible for her/his own income tax and National Insurance contributions, and for paying VAT (where applicable) and will not claim benefits granted to the Client's employees.
5. The Freelance trades as Louise Potter Virtual Assistant and can be contacted at 25 Wellstone Avenue, Bramley, Leeds, LS13 4DY, 07780 664173 louise@louisepotterva.com).
6. Initial 30 minute consultation is complimentary.
7. The Freelance agrees to attend the Client's or other premises for necessary meetings, the time spent and agreed reasonable expenses incurred to be reimbursed by the Client.
8. The Client will pay the Freelance a fee per hour OR an agreed flat fee for the job, plus VAT where applicable.
9. First time clients will initially be invoiced after two (2) weeks then all subsequent invoices will be at the frequency agreed. Retained weekly or monthly hours will be billed in advance.
10. Billable time includes meetings outside of contracted hours, and includes the writing and/or reading of correspondence sent by mail or email.
11. All postage, printing and other stationery expenses bought on behalf of the client's business will be added to the invoice for reimbursement.
12. The completed work will be delivered on or before the date agreed, for the agreed fee, which will be based on the description of the work required and the brief, both supplied by the Client.
13. If, however, on receipt of the item to be worked on or at an early stage, it becomes apparent that significantly more work is required than had been anticipated in the preliminary discussion/brief, the Freelance may renegotiate the fee and/or the deadline.
14. Similarly, if, during the term of the Freelance's work, additional tasks are requested by the Client, the Freelance may renegotiate the fee and/or the deadline.
15. If the project is lengthy, the Freelance may invoice periodically for completed stages.
16. Should ongoing project work be suspended or delayed through any default of the client, the Freelance shall be entitled to immediate payment for work already carried out and expenses incurred.
17. Final proofreading and checking of all work supplied is the responsibility of the client.

18. Any errors must be reported within three (3) days of receipt of completed work. Errors generated by the Freelance will be rectified in her own time and at her expense but amendments or alterations requested by the client thereafter will be charged at the standard hourly rate.
19. Unless agreed otherwise at the outset, payment will be made within 14 days of receipt of the Freelance's invoice, according to the Late Payment of Commercial Debts (Interest) Act 1998 (amended 2002 and 2013).
20. A detailed time report will be provided with the invoice unless the client requests otherwise.
21. All payments are to be made by bank transfer or counter credit.
22. No further work will be undertaken once an invoice become overdue.
23. Any content created by the Freelance as part of a copy-editing/proofreading/project management process will become the copyright of the Client, unless otherwise agreed.
24. The nature and content of the work will be kept confidential and not made known to anyone other than the Client and its contractors without prior written permission.
25. The Freelance guarantees that any work that she/he subcontracts on behalf of the Client will be completed to the same standard, schedule and budget and with the same conditions of confidentiality.
26. Under the terms of the Data Protection Act 1998, the Client and the Freelance may keep on record such information (e.g. contact details) as is necessary. Either may view the other's records to ensure that they are relevant, correct and up to date.
27. Either the Client or the Freelance has the right to terminate a contract for services if there is a serious breach of its terms.
28. Information concerning dispute resolution is contained in the Freelance Agreement including communication on recourse options before litigation.
29. This agreement is subject to the laws of England and Wales [or Scots or Northern Ireland law, as appropriate], and both Freelance and Client agree to submit to the jurisdiction of the English and Welsh [or Scots or Northern Ireland] courts.