

Jo Ashby Virtual Assistant

Terms and Conditions of Business

Please note a copy of the Terms of Business will be sent to you prior to commencing the first project.

1. An individual or business requesting work from Jo Ashby will be referred to as 'the client'.
2. These Terms and Conditions form the contract between Jo Ashby and the client.

Booking the task

3. Initial phone consultation, this is free for new clients.
4. Subsequent tasks will be discussed for up to 15 minutes without charge.
5. When a task has been discussed the details will be sent by e-mail or post to the client for confirmation.
6. The client will indicate acceptance by reply and these Terms and Conditions will form the contract.
7. Timescales and deadlines will be agreed prior to commencement of the task.

The task

8. The client will ensure that Jo Ashby is provided with all paperwork and information necessary to complete the task prior to the commencement of the task.
9. Work can be received by email attachment, post, USB drive or CD Rom.
10. All documentation will be scanned using anti-virus software but no guarantees can be issued.
11. It is the clients' responsibility to install anti-virus protection on their own equipment.
12. Final proof reading remains the responsibility of the client, however in the unlikely event of any mistakes being found they will be rectified free of charge if returned within 48 hours.
13. The time taken to complete a task will be monitored and recorded. Only time used directly on the task will be recorded; any interruptions or breaks will not be included in the completion time.

Payment

14. Hourly services: invoices are payable within 14 days of the invoice date. Invoices will be sent by email to the client (unless otherwise requested by the client to send by mail). Invoices will be sent on a weekly basis.
15. Payment options: Bank transfer, cheque or paypal (paypal may charge a small fee).
16. All additional costs for mileage, stationery or postage etc will be charged at cost. All Payments to be made within 14 days.
17. Payments must be made in UK pounds sterling from a UK bank account or by credit or debit card via Paypal.
18. Should any payment fail the client will be liable for all related charges.
19. Jo Ashby is not currently VAT registered.

Liability

20. Jo Ashby will not be held responsible for any loss, damage, theft etc of data, documents, equipment or any items relating to tasks during transit to and from my premises.
21. Final responsibility for proof reading and checking all completed work lies with the client. Jo Ashby will not be held liable or responsible for the end use of any work completed.
22. In no event shall Jo Ashby be liable for any indirect punitive, special or incidental damage (including loss of business, revenue, profits, use, data or other economic advantage) however it arises.
23. Clients have sole responsibility for adequate protection and back up of data and/or equipment used and will not make a claim against Jo Ashby for lost data, re-run time, inaccurate instruction, work delays or lost profits resulting from a contract.
24. Jo Ashby retains the right to reject work that we feel is illegal, immoral or objectionable.

Confidentiality

25. All work I undertake is treated IN CONFIDENCE. If required I will sign a Confidentiality clause.
26. No details regarding clients or information relating to work carried out will be disclosed or passed to a third party without prior consent unless we are legally obliged to do so.