

1. These are the Terms and Conditions of AdminWorks Ltd.
2. All incoming emails, files and discs are scanned for computer viruses as are outgoing documents and emails. Please note that we will not open any unsolicited attachments to emails or emails that have no message with the attachment unless the attachment originates from a known and trusted source. Where anti-virus software indicates that your files are infected with a computer virus we will send you an advisory email so that you are aware that work cannot be undertaken until a clean copy of the information is available.
3. You are responsible for the final proof reading of all documents. Any errors made by AdminWorks Ltd will be corrected free of charge provided that notification is received within 48 hours of the work being completed and returned to you.
4. Any work produced shall be held electronically for the period of the project with appropriate backup. Archived material will be held on file for a period of time as agreed by you but will not be disclosed to any third parties without your specific instruction in writing except where necessary to comply with the requirements of any relevant legislative body or legal warrant.
5. Original paper copies can be returned to you when the work is completed or AdminWorks Ltd can shred and dispose of them.
6. AdminWorks Ltd retains the right to reject work from or for you which we find to be immoral, illegal or questionable in terms of origin.
7. AdminWorks Ltd is not responsible for the end use of any document produced or edited on your behalf. You are solely responsible for its appropriate use including adherence to prevailing local law, relevant copyright laws, plagiarism laws and publishing notices. Whilst working on your behalf, you agree that AdminWorks Ltd will not be held liable for the content of any document produced.
8. AdminWorks Ltd retains the copyright on all designs produced unless agreement to purchase any such design and copyright is reached.
9. **FEES**
 - ⌚ Fees are based on an agreed hourly rate per man-hour. A minimum of half an hour will be charged for per invoice, thereafter time will be charged for by the minute.
 - ⌚ Fees shall be held fixed for the duration of the service unless you are advised of any proposed change(s) to fees in writing.
 - ⌚ Additional expenses incurred on your behalf including but not limited to telephone, fax, postage and materials will be detailed in full and charged at cost where applicable.
 - ⌚ Our initial meeting with you will be free of charge. All subsequent meetings including any training required by you for or from AdminWorks Ltd, or any employee or sub-contractor of AdminWorks Ltd, will be charged at the agreed hourly rate for meeting and/or training support.
 - ⌚ Travelling time is charged at the standard agreed hourly rate and mileage charged at the Inland Revenue recommended rates.
 - ⌚ A deposit, milestone payment or full payment in advance may be required depending on the length of the business relationship and the size of the project.

10. PAYMENT

All fees shall be received in UK£ sterling and shall be payable in full as follows:

- 🕒 Monthly in advance for retained hours.
- 🕒 Within 14 days of date of invoice (for materials/expenses/over-run of hours contracted, or for the entire services if not based upon a monthly retainer).
- 🕒 Payment is your responsibility and in no way shall be tied to any third-party agreement or failure thereof.
- 🕒 Payment is to be made by bank transfer. Any bank charges incurred as a result of refused payments will be charged to you.

11. WORKING HOURS & OVERTIME

Normal working hours are 09.00 to 17.00 Monday to Friday.

Charges for unsociable hours where requested by you will be made as follows based on your normal hourly rate or the agreed rate for the work to be carried out:

- 🕒 Weekdays outside normal working hours charged at time and a half.
- 🕒 Weekends and Bank Holidays charged at double time.

12. CANCELLATION & NOTICE OF TERMINATION

24 hours notice is required for cancellation of a site visit otherwise a cancellation charge will be made which shall be a minimum of one hour at the agreed hourly rate for each individual scheduled to attend in person from or on behalf of AdminWorks Ltd.

Where hours have been retained, notice of termination must be given in writing 4 weeks in advance of the last payment for retained services being made.

13. TURNAROUND OF WORK

We normally ask for 48 hours notice where possible however work can be turned around in a shorter period by arrangement. Where ongoing support is required turn-around times are agreed at the time of undertaking the contract. Overtime rates may apply.

14. WAIVER

Failure by AdminWorks Ltd to enforce any accrued rights under these Terms and Conditions is not to be taken as or deemed to be a waiver of those rights unless we acknowledge the waiver in writing.

15. ENTIRE TERMS AND CONDITIONS

These Terms and Conditions set out the entire agreement and understanding between you and AdminWorks Ltd. We reserve the right to change these Terms & Conditions at any time, without giving notice to you.

16. Visits to the premises of AdminWorks Ltd are permitted strictly by prior appointment.