

Part 1: Client Guide

Things we want you to know before you send us work

We are unable to mark our comments or suggest changes in any document format other than MS-Word. That is to say, we will edit your work in Word, with changes tracked, which will permit you to accept our suggestions with a couple of key-strokes, and which will also show exactly what our comments apply to. Other formats — such as PDF files — will be returned with a separate report, in Word, for you to merge with the original.

The things we need to know from you when we receive work:

1. Your audience — if it is a specialist work that we are not competent to operate with, we need to save you as well as us the trouble of estimating and scheduling the task.
2. The word count; we base our estimate of delivery on the number of words and the work to be done. If the word count we receive from you is lower than the number of words we actually receive, the time and cost estimates may have to be revised.
3. What level of work you would like us to do: our standard process — whether for editing or for proofreading — involves three passes of the document, which generally means that the last pass finds nothing new. Anything less is not sufficient for us to be confident we have found all the corrections — and does not permit us to remove some we may have made in error.
4. When you need it to be completed; if you have a deadline we cannot expect to meet, we will tell you so straight away, and perhaps refer you to someone else who may be able to help.
5. If the manuscript will be delivered to us on paper (which for editing, we would rather you didn't), we need to know from you what markup conventions you would like us to follow — whether we use the editorial markup symbols or English words to signify changes. If you are using paper to send us your manuscript, we rely on you to have another copy in case anything happens to the one you send (such as its being lost in the post). We ask that hard-copy manuscripts be printed double-spaced (to allow for the marking up to be done between the lines).
6. If the manuscript is submitted in Microsoft Word format, what version of Word it is. We are using Word 2007, which is compatible with earlier versions, but we might have difficulty processing something from a later version.
Note: Editing PDF documents is complicated and time-consuming, and much harder for an author to make good use of the results. Please only use Word!
7. If you have a style guide, a copy of it.

The things you need to know from us about how we handle your intellectual property:

1. We will treat your intellectual property with respect and care, and take all reasonable steps to preserve its integrity and confidentiality (electronic files will be backed up regularly, paper files will be stored securely).
2. Electronic files, whether originated by you or by us, will be retained for no longer than until we have confirmation that they have been returned.
3. Marked-up paper files will be returned either by hand or by courier, and no paper copies will be retained by us; we may make and retain an electronic copy until we are certain you have received the marked-up manuscript.

Part 2: Terms of Trade

1. Definition of terms
 - a. "PWL" refers to Perfectly Worded Limited.
 - b. "Customer" refers to the owner or provider of the document(s) being edited (corrected for language, punctuation, etc.) or proofread (printers' / designers' proofs being compared with the original).
 - c. "Processing", "process", etc. refer to the work being carried out on the document(s) on behalf of the Customer.
2. Payment
 - a. The Customer is liable for the full payment within ten working days of the invoice date, unless arranged otherwise in advance. Invoices are sent by the same means as the work being returned, and at the same time.
 - b. If a deposit has been paid prior to PWL starting the work, the final invoice will be adjusted to take this into account.
 - c. Payments may be made by direct transfer, as per the details on the invoice, or through PayPal by prior arrangement.
3. Estimation
 - a. PWL will estimate the time required to carry out the work based on either previous experience of the work from the client, or a representative sample of the work to be done.
 - b. Estimates are based on the word count of the document or documents to be processed; if the word-count provided for estimation differs from that found to be in the document or documents, then the estimate may have to be revised.
 - c. PWL will not start working on processing the documents until the estimate has been accepted by the Customer.
 - d. If the estimate was no more than 10% below the final cost of the work, PWL will accept the estimation error, and not charge for it.
 - e. If the estimate was more than 10% below the final cost of the work, due to the "representative sample" not in fact being representative of the full document, then the Customer and PWL agree to share the difference, 50% each.
 - f. If the estimated date of completion is unable to be met because it was based on an unrepresentative sample of the work, as soon as PWL is aware of this the Customer will be informed. In this case the options shown under clause 4.c will become available.
 - g. If the estimate was higher than the actual cost of the work, the invoice will only be for the cost of the work done.
 - h. If a partly-processed document is updated and resubmitted by the customer for processing, PWL may have to re-estimate the job based on the later version, as well as charging for any work already carried out. PWL will not start working on processing the documents until the revised estimate of time and costs has been accepted by the Customer.
4. Delivery
 - a. Completed work will be returned to the Customer in a similar manner to the way it was delivered to PWL — by email, by courier or by hand.

Part 2: Terms of Trade

- b. If the work is returned by courier, the Customer will be liable for any expenses incurred.
 - c. PWL will make every attempt to deliver the work by the agreed date. However, under certain circumstances this may not be possible (e.g. due to loss of processing facilities, or due to an estimation error). Under such circumstances, depending on the state of the work at the time, PWL may:
 - i. Attempt to complete the work to a revised timetable, in consultation with the Customer;
 - ii. Return the document(s) in its (their) current state to the Customer, and charge for the work already carried out;
 - iii. Abandon the project without charge, and encourage the Customer to seek the services from another supplier.
5. Correction of errors
- a. If the Customer, upon inspection, within 10 working days of PWL's despatch of the processed documents, discovers errors or omissions on the part of PWL in the work, and PWL accepts responsibility for the faults, PWL will rectify the situation at our own expense.
 - b. If the Customer becomes aware of issues more than two weeks (10 working days) from the date the document is returned as "completed" by PWL, no correction obligation will be accepted.