



Terms & Conditions

Payments:

- Payments are due on receipt of invoice.
- Virtually Sorted reserves the right to halt services (including phone services) and not to return work if bills are not paid.
- Calls outwith your call allowance will be charged at £1 per call and be billed at month end.
- Pre-paid hours are non-refundable and are valid for that calendar month only e.g. hours bought in January are only valid for January.
- Ad-hoc hours are billed in increments of 15 minutes. All pre-paid hours are billed in actual time.

Submitting work:

- All work requests should be submitted to our central email info@virtuallysorted.com. This ensures we can schedule and track all work.
- We will acknowledge all work within ½ an hour during business hours of Monday-Friday 9am-6pm. If you haven't received an acknowledgement, please call **0845 867 8088** and check we have received the file.
- All details, e.g. templates, passwords or processes should be submitted along with work at time of submission.

Turnaround of work and rush jobs fees:

- Our usual turnaround of work is next working day, for all work under one hour long received and acknowledged by us before 5pm. The reason behind this is that at 5pm each evening we schedule the following day's work. E.g. Work sent during the day on Monday would be returned on Tuesday. Work sent after 5pm on Monday would be scheduled for Wednesday. This lets us schedule our day and complete work on deadline.
- If you have an urgent job we will try and accommodate it but it will be subject to a £25 rush job fee, regardless of the size. This compensates us for having to move other clients in our schedule to accommodate your work. We will always inform you of this before completing the work.
- Work which is over an hour long will be scheduled and you will be given an ETA when we acknowledge receipt of the job.
- For non-standard or one-off jobs turnaround times will be advised in the acknowledgement email.
- It is up to you to check work which we return and raise any queries forthwith thereafter.

Digital Formats:

- We use the following programmes: Microsoft Word, Microsoft Powerpoint, Microsoft Excel, Adobe Acrobat PDF, Olympus .DSS, MP3, .WAV, Macromedia Dreamweaver, HTML. We cannot support other formats or programmes. However, if you have a source file in another format, it may be possible to convert it; please call us for advice.
- We can accommodate file sizes up to 15MB. If you have a larger file than this, please call us and we can advise on the best way of transferring it to us.
- Please note we do not accept dictation in non-digital format. This includes audio tapes and handwritten notes. If you have typed notes we can arrange for these to be dictated into digital format and then transcribed for an additional fee.
- We don't work on databases which we have not compiled ourselves. The reason for this is very simple – if we haven't designed it we won't know what functions have been built into it. Excel/CSV files only, no Access files.

Disclaimer and Applicable law:

- We will not be liable for any losses you might sustain arising directly or indirectly from our completing work save in so far as the same arises directly from our negligence.
- This contract shall be governed by the Law of Scotland.

Please help us help you by sticking to these rules.

Many thanks,

The Virtually Sorted Team