



General Terms and Conditions

WORK INVOLVED

Virtual Assistance

- 1 Respond to all email inquiries from the Client's customers be they Sales or Customer Service in nature.
- 2 Provide information and assistance and prepare sales quotations, service tickets, referrals, etc.
- 3 Sort all emails (received and sent) and maintain orderly email account folders
- 4 Send Client a daily Email Triage Report as necessary
- 5 Coordinate with Client's co-workers via email if requested
- 6 Prepare daily trackers for weekly and monthly analysis and
- 7 Accommodate other work-related tasks that the Client may request from time to time.

Business Writing and Graphic Design

Understand Client's business, product, or service and communications goals with the end in view of conveying his message to his particular target audience with the utmost strength and efficiency a piece of writing or design can reach.

ADV is expected to learn and seek other materials, information, and competitive data about the Client's business or requirements necessary in the completion of the tasks.

THE WORK PROCESS

After the Client signs up with ADV for any of the services, he agrees to the following:

Pre-Payment

For Email Management, the Client will initially be placed under the minimum Plan 5 for an average of 1-5 emails daily. The client agrees to pay the full price for a month before work starts. After the first month, the Client will be billed based on actual email averages.

For Writing Services, the Client agrees to pay an advance of USD100.00 for all items on the rate card except Business Plans and Product Descriptions. Pre-payment for Business Plans and Product Descriptions are subject to quotations. The pre-payment will be offset against actual charges based on the number of words.

For Graphic Designs, the Client agrees to pay the full negotiated price before the graphic designer starts working.

Job Assignment

For Email Management, work will be assigned to an ADV Virtual Assistant best suited for the Client's requirements and able to respond to emails within 24 hours.

If the Client prefers that the Virtual Assistant works a certain number of hours during his trading hours, he will have to pay the ADV Virtual Assistant on an hourly basis at USD10.50 per hour.

For Writing and Graphic Design Service, the job will be assigned to the writer or graphics designer whose specialization is best matched for the requirements of the job.

Email Volume

For daily email count and averaging purposes, a workday starts at 12:01 am and ends at midnight, from the first day to the last day of the month at the client's time zone. For work commencing on days in between, computations will be pro-rated.

Workplace

Except for Clients located in South Australia, all transactions will be done over the internet. Even calls will be limited to fee-free VOIP (voice over internet protocol) apps.

Training

Client to provide sufficient training for ADV Freelance Virtual Assistants. During training, the Client will compensate the ADV Freelancer the equivalent in hours at USD10.50 per hour.

Meetings

The client will meet with ADV periodically as agreed in a pre-arranged place (physical or virtual) and time for instructions, updates, questions and answers, comments, and feedback which ADV will record electronically. After each meeting, ADV will email the Client a Transaction Report summarizing everything discussed to make sure Client and ADV are always coordinated. The client will have the opportunity to change/correct any item on the meeting minutes that ADV might have misunderstood.

ADV is expected to notify the Client as soon as possible in case of an emergency or unavoidable reason for non-attendance.

In-Person Account Service

In Person Account Service will be agreed upon and confirmed by email.

Hour computation for site visits starts from the time ADV Staff leaves the office to the time he gets back. Commute time may be based on generally accepted distance calculations.

We request that Client cancel a meeting at the latest a day before, also by email.

Pre-Final Stage

ADV Writers and Graphic Designers will give the Client a preview of their work 4 days before the agreed delivery date to allow the Client time to make changes before finalization.

Rush Jobs will be considered and accepted on a case-to-case basis.

Delivery

Final Graphic Designs and Written Materials will be delivered to the Client's nominated email address on the date agreed. Official cut-off-time will be the end of the Client's trading hours wherever he might be located.

For Email Management, all incoming emails must be answered, acknowledged, or responded to within 24 hours of receipt.

COMPENSATION

The Client agrees to pay pre-payments and subsequent payments as per rate card or quotation to the following bank account:

Account Name: ADMIN AND DESIGNS BY VICKY
Bank Name: Australia and New Zealand Banking Group Ltd. (ANZ)
Swift Code: ANZBAU3M
BSB No.: 015 450
Account No.: 155 527 093

Published rates are in USD (US Dollars). Billings will be converted to the local currency of the Client.

Monthly bills for the Email Management Service will be generated on the first of each month and payable within 3 days. If the third day falls on a weekend, the Client may pay by Monday. After a maximum of 5 days including weekends, a USD10.00 fee will be added to the next bill for overdue payment.

IN CASE OF NON-COMPLETION, DELAY, OR CANCELLATION**Email Management**

- 1 If Client wants to cancel the service within the first month or needs the service just for a month, a minimum of 14 days notice must be given.
- 2 In the event of the service being cancelled without sufficient notice, a cancellation fee being 25% of the prepayment will be charged. This amount is a bona fide pre-estimate of our liquidated loss in time spent setting up, preparation and administration before commencing work. The cancellation fee is separate from the charges for days worked.
- 3 In the event that you wish to cancel the service after a month, we will refund you for all unfulfilled days.

Writing Services

- 1 If the Client cancels before half the number of days agreed for delivery, he gets 50% of the pre-payment back.
- 2 To make sure the concepts align with Client's directions, the first drafts should be submitted to the Client for approval at least 4 days before the agreed deadline.
- 3 Client is entitled to two (2) revisions. Each revision after that will be charged per word per rate card.
- 4 Client must return drafts for finalization at least 48 hours (2 days) before the agreed submission date so ADV can meet the agreed deadline. Each day Client is delayed, a day will be added to the agreed deadline.
- 5 Each day ADV is late submitting the final draft, 20% of the project total negotiated price will be deducted.

In-Person Account Service

There may be times when Client or ADV staff needs to cancel a meeting. In case of force majeure, medical emergencies, and other unavoidable circumstances, both parties may not be held liable for any inconvenience or loss incurred by the other party. Both parties to do its best to notify the other of meeting cancellations by email, SMS or call.

There are no cancellation fees.

Graphic Designs

- 1 If the Client cancels the project before the rough study is presented, he will be refunded 50% of the contracted price. If the Client cancels the project after the presentation of drafts or rough studies, he will be refunded 25% of the contract price.
- 2 To make sure the concepts align with Client's directions, initial thumbnails will be submitted to the Client for approval at least 6 days before the agreed deadline.
- 3 Client must approve or decline the thumbnail as soon as possible. . Each day Client is not able to approve or decline the thumbnails, a day will be added to the agreed deadline.
- 4 The first drafts are to be submitted to the Client at least 4 days before the agreed deadline.
- 5 After the pre-final graphics work has been presented, the Client will be entitled to one (1) revision within 48 hours (2 days) before the agreed deadline. After submission of the finalized artwork, the Client will have to pay for further revisions. The price for further revisions will be stated in the quotation.
- 6 Client must return drafts for finalization at least 48 hours (2 days) before the agreed submission date so ADV can meet the agreed deadline. Each day Client is delayed, a day will be added to the agreed deadline.
- 7 Each day ADV delays the submission of the final graphics work, 20% of the project total negotiated price will be deducted.
- 8 Client may ask for a different study after the finalized graphic work has been submitted. That will fall under a new project and will be priced accordingly. The new agreement will nullify the originally agreed deadline.

