



Terms and Conditions for Typing/Transcription Services

If you would like any of the Terms and Conditions explained, please contact me and I will be delighted to help.

These Terms and Conditions are an Agreement between Nora Zine, sole proprietor of nzLanguages of 105 Imperial Avenue, Southampton SO15 8PZ (known hereinafter as "I") and each client "known hereinafter as "You". By using my typing/transcription services ("Service(s)") You accept all the terms and conditions listed below and the details described in the Contract offer (type of service, length of the document in words, agreed price, deadline, payment terms). These terms and conditions shall be subject to English law and the jurisdiction of English Courts.

Preliminary

1. I reserve the right to amend these terms and conditions at any time.
2. If You change your requirements, I will amend the original quotation. A new Contract offer will be then sent to you. No work will be carried out until you accept the new Contract offer.
3. I am under no obligation to provide service to potential client and reserve the right to refuse my service without any explanation.

Termination

4. I reserve the right to terminate my services or contractual obligations with You, should You violate any of the terms and conditions contained in this document.
5. I may discontinue or terminate operation of this website or my services at any time and for any reason without notice.

Ownership & Content

6. All material to be typed/transcribed remains your property. I do not endorse, recommend, or support the content or end use of any material provided by You.
7. Risk to the material remains with You. You are advised to keep a copy of the original document(s).
8. I reserve the right to return any material that is illegal or deemed to be inappropriate. You are advised that plagiarism and breach of copyright are serious offences.
9. I am not responsible or liable for the infringement of third party copyright in the content of submitted material. Neither do I assume responsibility or liability for any damage to computer hardware or software arising from the distribution of a computer virus.
10. You agree to indemnify and hold me harmless from any claim or demand, including reasonable fees and costs for legal services, or as may be made by any third party due to or arising from use of my website or service, or violation of the terms and conditions by You or infringement of any intellectual property or other right of any person or entity by You.

Payment

11. 50% of the fee is to be paid when you accept the Contract offer. I will start the work upon receipt of your payment. The remaining 50% is to be paid when the work is complete. I will send you an invoice. The fee is not refundable.
12. You can pay by credit/debit card via PayPal, cash, postal orders and cheque. Cheques and postal orders should be made payable to "N. Zine". There is a processing fee of 4% for payments made through PayPal.
13. I am not liable for the fraudulent use of any credit card or other payment method that may be used to purchase my services.

Delivery of work

14. Completed work will delivered:
 - a) by e-mail for documents submitted electronically;
 - b) by Recorded Delivery for documents sent by post. You will bear postage and packing costs, and any other delivery charges. Please enclose a stamped and self-addressed envelope/jiffy bag when you send the material for typing/transcription.

Service guarantee

15. I strive to give each client the best possible quality of service. However I cannot guarantee that the completed work will be error-free. You are responsible for checking the typed/transcribed material upon delivery. Should it contain further errors, I will rectify them free of charge if notified within 5 working days of delivery.
16. I cannot be held responsible for delays in service resulting of technical problems or other unforeseen circumstances. Extra time to fulfil the agreement may be required when unforeseen circumstances lead to an inability to complete on time. In these cases, both parties should agree a new delivery date in writing before I can carry out any further work.

Confidentiality

17. All information and documents submitted by You will be treated in the strictest of confidence and will not be disclosed or distributed. Your personal details including your name, email address and telephone number will not be passed to any third party.
18. You must provide accurate information with respect to your name, email address, phone number and all payment details. Failure to provide accurate information can result in a refusal to provide service. You assume all responsibility for any problems, errors, issues, as well as legal liability, resulting from such false information.