

Terms and Conditions

Any work undertaken by Chilli PA Services is subject to the following:

Commissioning

A written estimate, based on the client's original brief, will be provided and the client's written acceptance of the estimate will constitute authorisation for the work to commence in accordance with Chilli PA Services' Terms and Conditions.

Charges

While Chilli PA Services strives to provide as accurate an estimate as possible in response to the client's enquiry, the estimate is not binding on Chilli PA Services and will vary accordingly if the project content is not as originally indicated or where original requirements change, after due consultation with the client.

All charges are in accordance with current rates and all rates are subject to review annually.

Chilli PA Services reserves the right to request a deposit, stage payments or the total estimated cost in advance from the client, if deemed necessary.

Initial consultations with new clients, or existing clients in respect of a new project, is complimentary. Additional time spent liaising with the client in respect of work being undertaken will be charged in accordance with current rates.

Should the client cancel work already in progress, Chilli PA Services will be entitled to immediate payment for the work undertaken.

Projects specifically requested by the client to be expedited, resulting in the work having to be undertaken during evenings, weekends or UK statutory/public holidays, will be liable to a surcharge.

Printing, material and postage costs and any other expenses incurred in relation to the work will be invoiced in addition to the rates stated.

VAT is not applicable.

Payment

An invoice will be submitted on completion of work and will become due and payable within 14 days of issue.

Chilli PA Services reserves the right to charge interest on all outstanding invoices.

All invoices are submitted and payable in £ Sterling, with payment to be made preferably via bank transfer or by cheque.

Responsibility for settlement of any bank charges incurred - arising from bank transfers or dishonoured cheques, rests solely with the client.

Confidentiality

In the process of assisting the client with their objective, it is understood that Chilli PA Services will be entrusted with proprietary information. Such information is treated as confidential and will not be used other than for the purpose instructed by the client, neither will it be disclosed to a third party without the client's written consent. Chilli PA Services will return any original materials supplied by the client and erase any related computer files on completion and payment of the work, unless otherwise instructed, and will consider signing a separate confidentiality clause should the client deem it necessary.

Limitation of Liability

While Chilli PA Services strives to ensure the accuracy of the finished work supplied to the client, it is the ultimate responsibility of the client to verify its accuracy upon receipt and no responsibility is accepted by Chilli PA Services for errors relating to or contained in the finished work. Any errors identified within 7 days of completion will be rectified free of charge, however all other amendments will be charged in accordance with current rates.

Chilli PA Services will attempt to adhere to delivery deadline estimates. Estimates are issued for guidance only and are not binding on Chilli PA Services and no liability is accepted in relation to losses arising from a failure to return a completed document within an estimated time.

Chilli PA Services accepts no responsibility for the content of any document supplied by the client or for the end use of any document produced on behalf of the client. The client is solely responsible for its appropriate use.

Chilli PA Services takes all reasonable precautions to ensure documents and emails are virus free and accepts no liability for any damage caused by computer viruses. It is the client's responsibility to ensure they have adequate virus protection in place.

Chilli PA Services accepts no liability for any loss or damage to documents or data during transit or while at Chilli PA Services' or Hema Patel's premises. The client is advised to make copies and, when posting materials, to send these via a traceable method such as recorded or special delivery.

Chilli PA Services reserves the right to refuse work from a client at any time and is not obliged to give the reasons for such refusal.

For the purposes of safety and insurance, Chilli PA Services cannot accommodate personal visits by the client.

Force Majeure

In the event of circumstances beyond control, Chilli PA Services will be entitled to suspend services without notice or penalty, however, all attempts will be made to minimise disruption to the client where at all possible.