

TERMS & CONDITIONS

1. AGREEMENT.

An agreement is to be signed by the client before work begins. In addition to accepting the “Terms and Conditions”, this agreement will detail:

- i) the work to be undertaken;
- ii) the costs of the work;
- iii) any special requirements regarding the work and/or costs.

2. PAYMENT

Depending on the client, our payment requirements vary:

- i) for all UK businesses, payment is due within 14 days of receipt of invoice;
- ii) for all UK individuals, payment is due upon receipt of the completed work;

Payment can be received by cash, cheque, BACS or electronic transfer.

Please note that estimates for work can be provided upon request, but Joanna & Lucy reserve the right to amend the estimate should the client waiver from the original instructions.

3. ACCURACY

Any errors resulting from the client will be rectified at the hourly rate. Any errors arising from Joanna & Lucy will be rectified free of charge, however we must be notified of these within one week of receipt of completed work.

4. CONFIDENTIALITY

Joanna & Lucy treat all work in strictest confidence. In addition, we will sign any confidentiality documents provided by the client if required to do so.