

By engaging Help Me Format's Services, our clients (**you**) agree to the following:

1 Terms and Conditions

1.1 Quotes

- (a) Help Me Format (**HMF**) will carefully assess your requirements and any existing documents you provide.
- (b) Where a quote for completion of work has been requested, we endeavour to quote as accurately as possible.
 - (i) We provide an estimated timeframe for how long we envisage the work to take, although it is very difficult to provide an exact quote. We will only charge for the time taken.
 - (ii) Some variables may affect and change the costs estimate. These may include unclear direction, changes to original request and additional communication time.
 - (iii) Quotations provided are an estimate only, not a fixed quote.
- (c) If we are nearing the upper limit of our quoted timeframe, or realise early on it will take a lot more time, we will contact you with a revised timeframe, to ensure you want to proceed with the work.

1.2 Turnaround

- (a) The time taken to complete your request will depend upon the size of the job, complexity of the work, and our current workload / availability.
- (b) We will usually ask you when you need the work completed by, and advise whether it will be feasible for us to assist you.
- (c) We may be able to complete urgent jobs as priority. Please contact us to discuss your needs and check availability.
- (d) We will endeavour to complete work by any agreed timeframe, but cannot be held liable for any loss incurred, including monetary or business, if we are unable to meet the deadline due to unforeseen circumstances.

1.3 Rates

- (a) Our current rates are available on our website:
<https://www.helpmeformat.com.au/services/hmf-rates-terms/>
- (b) Explanation of rates:
 - (i) **Standard Rates**
These apply to work completed Monday to Friday during the day, or as agreed by us.
 - (ii) **Night Rate (Monday to Thursday)**
If an urgent job is sent through from 3pm onwards, and turnaround is requested for the following day, Help Me Format reserves the right to charge you the night rate specified on our website (see 1.3(a)) for any work completed after 6pm. This will also apply for large jobs that require a 24 hour turnaround, where work has to be completed of an evening. HMF will endeavour to complete your work within normal business hours where possible, and is preferred by us.
 - (A) Whilst we aim to help you out where possible, Help Me Format may not always have capacity to assist with urgent requests / work of a night.

(iii) **Weekend Rate (Friday to Sunday)**

If an urgent job is sent through on a Friday from 3pm onwards, or over the weekend, and turnaround is requested for the following day / by Monday, Help Me Format reserves the right to charge you the weekend rate specified on our website (see 1.3(a)) for any work completed after 6pm Friday, and on Saturday and Sunday. This may also apply for large jobs sent earlier, where work has to be completed over the weekend to meet the deadline. HMF will endeavour to complete your work within normal business hours where possible, and is preferred by us.

(A) Whilst we aim to help you out where possible, Help Me Format may not always have capacity to assist with urgent requests / work on a weekend.

(iv) **Public Holiday Rate**

If any work needs to be conducted on a Public Holiday in Melbourne, Help Me Format reserves the right to charge you the public holiday rate specified on our website (see 1.3(a)) for any work done that day. This may also apply for large jobs sent earlier, where work has to be completed on that day to meet the deadline. HMF will endeavour to complete your work within normal business hours where possible, and is preferred by us.

(A) Whilst we aim to help you out where possible, Help Me Format may not always have capacity to assist with urgent requests / work on a public holiday.

1.4 Payment

- (a) Payment Method is via Bank Direct Deposit only.
- (b) Invoice Payment Term is 7 days.
- (c) Document Formatting / Template Creation:
 - (i) In most cases, we will provide your completed Documents and Templates, then send an Invoice for payment.
 - (ii) If we are completing a large job over a number of weeks / months, then we reserve the right to send periodical invoices, for work completed within the specified timeframe.
 - (A) This timeframe may be fortnightly, monthly, or on an ad hoc basis.
 - (iii) Although not done often, HMF reserves the right to send you proof versions of your files, request payment, then send completed files upon receipt of payment.
- (d) Training Material
 - (i) Unless provided as part of your Document Styles and Template creation, payment for off-the-shelf training material will be required before the documentation is provided.
 - (ii) If we are writing training material specifically for you, we will bill as per 1.4(c).

1.5 Document Issues

- (a) Whilst we will do our utmost to ensure the files we fix or create for you function correctly and to requirement, and re-created documents are accurate, it is ultimately your responsibility to compare, check and test any files received from Help Me Format.
 - (i) Help Me Format will not accept any liability for any damage or loss caused by the files we provide to you, including, but not limited to, loss of income or clients.
 - (ii) If something in your document is not functioning correctly, where Help Me Format is responsible, then we will fix the error free of charge.
 - (iii) If you have changed your mind regarding how something should look or work, or you did not clearly specify what was required, there will likely be an additional charge.

1.6 Onsite Visits

- (a) Although not common practice, if any consultation or training is being provided onsite or at an agreed location:
 - (i) You will be charged the Weekend Rate for our time, see 1.3(a).
 - (ii) HMF reserves the right to charge the Weekend Rate for our travel time, see 1.3(a).
 - (A) A Travel Surcharge may also apply at a rate of \$1.00 per kilometre driven over 30 kilometres from Point Cook, Victoria.
- (b) Rather than travel to your site, we would prefer to create you customised training videos charged at the base rate (see 1.3(a)), else provide training online via Microsoft Teams or Zoom, the rate to be agreed upon by both parties.

1.7 Disbursements

- (a) If any postage or courier fees are incurred, they will be charged to the client, as per standard Australia Post / Courier rates. This would be agreed in advance.
- (b) If any printing fees are incurred, they will be charged to the client as per printer rates. This would be agreed in advance.
- (c) If any other fees are incurred, such as purchasing stock images from reputable websites, the client will be charged the fee. This will be agreed in advance.

2 Privacy

- (a) Help Me Format will work with your files in strict confidentiality. Your personal information will only be used for the purposes for which it is collected or in accordance with the *Privacy Act 1988* (Cth). We will never intentionally disclose any information or data to any third party unless required by law.
- (b) If data is of a sensitive nature, then it is advised to remove the data before sending to Help Me Format, leaving things blank or supplying sample data instead.
 - (i) Help Me Format does not accept any liability for accidental loss of or stolen information, or any monetary, business or other loss as a result.
- (c) We reserve the right to use any Base Templates / Styles we create for you as Portfolio examples, but we will remove your logo and any personal / client information, and use example text, not your content.