By engaging Help Me Format's Services, you agree to the following:

1   Terms and Conditions

1.1   Quotes

a.   Help Me Format (HMF) carefully assesses 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 usually give a timeframe for how long we envisage the work to take. It is very difficult to provide an exact quote. We definitely only charge for the time taken.

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, ensuring you want to proceed with the work.

d.   Our current Rates are set out on our website:

http://www.helpmeformat.com.au/services/hmf-rates-terms/

    i.   If we have agreed upon a special rate, it will be stated in writing in an email.

1.2   Turnaround

a.   The time taken to complete your request will depend upon the complexity of the work. Standard document formatting or template creation is usually completed within 48-72 hours, unless it is a large job. We may be able to complete a job as priority. Please Contact Us to discuss your needs and check availability.

1.3   Payment

a.   Payment Method is via Bank Direct Deposit.

b.   Invoice Payment Term is 7 days.

c.   Document Formatting / Template Creation

    i.   We will provide your completed Documents and Templates, then send an Invoice for payment.

    ii.   HMF reserves the right to send you proof versions of your files, request payment, then send completed files upon receipt of payment.

    iii.   If we are completing a large job over a number of weeks/months, progress payments will be billed on a fortnightly basis, for work completed during the fortnight.

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.

1.4   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 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 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 may be an additional charge.

1.5   Onsite Visits

a.   If any consultation or training is being provided onsite or at an agreed location:

i.   HMF reserves the right to charge our standard hourly rate for travel time.

ii.   A per kilometre travel surcharge may apply.

1.6   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 discussed upfront.

b.   If any printing fees are incurred, they will be charged to the client as per Printer rates. This would be discussed upfront.

2   Privacy

a.   Help Me Format will work with your files in strict confidentiality. 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, supplying dummy data instead.

i.   Help Me Format does not accept any liability for accidental loss of or stolen information, or any monetary or business loss as a result.

c.   We may ask to use copies of your documents in our Portfolio, but never without your prior consent. Any personal / client information will be removed.

i.   We reserve the right to use any Styles and Templates we create as Portfolio examples, minus your branding and personal / client information, unless agreed upon by you.