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 assess your requirements and any existing documents you provide.

(b) With any quote for completion of work provided, we endeavour to quote as accurately as possible.

(i) We provide an estimated timeframe for how long we envisage the work will take, however, as there can be many variables, it is very difficult to provide an exact time.

(ii) Quotations provided are an estimate only, not a fixed quote. We will only charge for the time taken.

(iii) In addition, some variables may affect and change the costs estimate. These can include the complexity of the work, changes to original request, unclear direction, and additional communication time.

(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 aim to contact you with a revised timeframe, to ensure you want to proceed with the work.

1.2 Turnaround

(a) As Help Me Format is a small business, the time required to complete your request will depend upon a number of factors including the size of the job, complexity of the work, and our current workload / availability.

(i) We often have work scheduled for a few weeks in advance, so for larger jobs especially, it may take some time before we can commence.

(b) We will usually ask 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.

(i) 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, on a weekend or a public holiday.

(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.

(e) As all formatting work is performed on a scheduled basis, it is important to note that reviewing documents sent to you and responding to our questions in a timely manner is crucial. If we do not have your response within ideally a 24-hour period, we may need to move on to the next scheduled client work, which could impact on when we can get back to your documents. If you are not going to be able to review and respond within a couple of days, please let us know you've received the email, and a rough time frame for when you can respond in detail, so we can schedule our work accordingly.

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**

The standard rates specified on our website (see 1.3(a)) apply to most work completed Monday to Friday during the day, or as agreed by us.

(ii) **General Notes Regarding Rates**

(A) HMF will endeavour to complete your work within normal business hours where possible, and is preferred by us.

(B) Whilst we aim to help you out, as a small business, Help Me Format may or may not have capacity to assist with urgent requests, work of a night, on a weekend or a public holiday.

(iii) **Night Rate (Monday to Thursday)**

If a small 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 some work will need to be completed of an evening. As per 1.3(b)(ii)(B), whilst we will aim to assist you, we may not always have capacity.

(iv) **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. As per 1.3(b)(ii)(B), whilst we will aim to assist you, we may not always have capacity.

(v) **Public Holiday Rate**

If any work needs to be conducted on a Public Holiday in Melbourne (Victoria, Australia), 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. As per 1.3(b)(ii)(B), whilst we will aim to assist you, we may not always have capacity.

(vi) **Customised Document Styles and Templates Rate**

The customised document styles and templates rate specified on our website (see 1.3(a)), or rate as mutually agreed upon, applies to work completed Monday to Friday during the day, or as agreed by us. You will be notified if this rate applies to your particular work.

(vii) **Custom Training Videos Rate**

If we create any Custom Training Videos for you, the work will be charged at the same rate as the Weekend / Public Holiday Rate specified on our website (see 1.3(a)). You will be notified if this rate applies to your particular work.

1.4 Payment

(a) Payment Method is via Bank Direct Deposit. This is our default and preferred option.

(i) In special circumstances we *may* be able to offer online payment by Credit Card, via a bank link. We only accept Visa, Mastercard, Debit Visa, or Debit Mastercard.

(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.

(B) We may also choose to invoice you when approximately 10 hours of unbilled work has been completed.

(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) In most cases, written training material will be provided to you as part of the work.

(ii) Payment for off-the-shelf training material, separate to an existing job, will be required before the documentation is provided.

(iii) If we are writing training material specifically for you, we will bill as per 1.4(c).

1.5 Documents and Files

(a) Whilst Help Me Format do our best to ensure any files we provide to you are virus free, meet your requirements, look as you need, function correctly, have all information transferred, etc., it is ultimately your responsibility to compare our document(s) with your original(s), and carefully test them, to ensure everything is as you need. This includes comparing documents side-by side on the screen; potentially running a proper Word Compare from the Review Tab; opening a copy of any template and filling it out with test data; checking any data auto-populate works as you need; checking that any cross references lead to the correct places; and printing the document to get an idea of what it looks like that way as well. We also recommend all files sent to you by us are scanned for viruses prior to opening.

(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, business 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 Notes and Disclaimers: Microsoft Word / Microsoft Windows Environment

(a) Please note that Microsoft Word is not Graphic Design Software, so if we need to re-create documents generated within graphic design software, there will be limitations as to what is possible. What might look good in a marketing presentation type document, may not be what you actually need in a functional Word document meant for a different purpose, so it is likely there will need to be some compromise when re-creating documents and referencing a Brand Style Guide.

(b) We work within a Microsoft Windows Environment. The Training Material we provide explains accessing Word Document Files (.docx) and Word Template Files (.dotx) through Windows File Explorer, and working in the Microsoft Word program installed directly on your computer.

(c) Whilst we envisage our documents and templates should work within other Operating Systems and when accessed via a Document Management System, you will need to upload files to your system and test this yourself (possibly requiring Word Document (.docx) file versions, instead of Word Template (.dotx) files). Any required custom merge fields that link to your software will need to be added and tested by you. Note if a document file cannot find the base template file, our Custom Keyboard Shortcuts and any AutoText set may not be available.

(d) From our previous basic research and testing, it seems proper Word Template Files (.dotx) cannot be stored in Microsoft OneDrive then opened online in Microsoft 365 in Word for the Web. On computer, you (or us) would need to double-click on the template file to open a copy as normal, then save that as the actual template, ideally with the same file name, but will be .docx not .dotx. When accessed via OneDrive, then opened in Word Online, you would have to remember to Save As a new document, in order not to save over the template. Note that accessing Word via a web browser only brings up a limited version of Microsoft Word, and all features will not be available. Overall, this situation is not ideal.

(e) From our previous basic research, it seems proper Word Template Files (.dotx) can be stored and accessed via Microsoft SharePoint, however we do not have access to SharePoint to test how everything works. We envisage you may need to add them to the New menu for the Library, so it opens a copy of the template, not just the template file itself, or somehow link to a location outside of SharePoint that contains your templates, however you will need to know how to work with SharePoint correctly yourself, and test this all works as you need. Depending on whether you open the documents within the proper Word program, not just Word Online, will also have an impact on features available.

(f) From our previous testing, using Google Docs with our Word Documents and Templates does not work. For example, the custom Styles are not available, any data auto-populate set does not work, the position of headers and footers can go out of alignment, theme colours will be lost, AutoText does not work, etc. If the document is opened in Word again, it will still have lost formatting and extra features, so we do not recommend using Google Docs to open and edit our Word documents.

(g) Generic Training videos provided on our Help Me Format YouTube Channel, https://www.youtube.com/@HelpMeFormat, are designed to assist our clients and the general public. Help Me Format will not accept any liability for any damage or loss, directly or indirectly, caused by information provided in our videos, including, but not limited to, loss of income or clients. These videos are guidelines only and are for general advice. The use of the information in our videos is at your own discretion. You should always save your document as a new version before testing anything out.

1.7 Onsite Visits

(a) Although not common practice, if any consultation or training is being provided onsite or at an agreed location within Melbourne, Victoria, Australia, rates will be discussed and mutually agreed upon.

(i) A Travel Surcharge may also apply at a rate of $1.50 per kilometre.

(b) Rather than travel to your site, we would prefer to create customised training videos for you (see 1.3(b)(vii)), otherwise provide training online via Microsoft Teams or Zoom, with the rate to be agreed upon by both parties.

1.8 Disbursements

(a) If any postage or courier fees are incurred, they will be charged to the client, as per standard Australia Post / Courier rates as agreed in advance.

(b) If any printing fees are incurred, they will be charged to the client as per printer rates as 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 as 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) It is at your discretion if you choose to send confidential data to Help Me Format for the process of transferring your content into the new format.

(ii) 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.