**Terms & Conditions**

We very much look forward to working with you. In the meantime, please read our terms and conditions carefully as they are a guide to the way that we will operate.

**NOTE that once your initial payment is received, we will assume that you have accepted our terms and conditions.**

*Please let us know if you have any questions before business progresses past this stage.*

1. After your initial consultation and once you have decided to go ahead with the services, as our client, we will be asking for a part payment to be made by electronic banking.

1. This will be at least 50% of the cost of the services that are agreed at the outset and they will be clearly stated on the invoice. The invoice will have a due date of 30 days from the invoice date.
2. If you would like to, you can pay the invoice in full. However, if only making a 50% payment, please note that it is **non-refundable** as it is likely that time will already have been spent on your requirements .
3. Our bank details will be in the invoice (sent via your email address, electronically) where you should make your payment to.
4. We will acknowledge this payment and start the process of delivering the agreed services to you.
5. If there is a balance remaining to be paid, or if there have been additional services and/or expenses incurred, this will be due either by the invoice payment date or when the work has been completed, whichever is the earliest. Again, once received, your payment will be acknowledged with an electronic receipt.
6. If the due date expires, and payment has not been received, an overdue reminder will be sent.
7. We reserve the right to charge interest on overdue invoices at a rate of **£1 per day** if payments exceed the due date.

Our aim is to be clear about the costs that you will incur and we would ask you to let us know if you have any queries at any stage of the process. We aim to resolve any misunderstandings as soon as possible.

We look forward to establishing a great working relationship with you.

Thank you.