

## Terms of business

- The services I offer are based on my personal professional skills, experience and resources in the field of graphic design, typesetting and online media.
- I do not sub-contract services that I cannot offer myself or advise on subjects in which I do not have specific and relevant experience. I may however (at my discretion) effect professional introductions and/or recommend sources of information or supply aimed at helping clients make their own informed choices. Introductions and/or recommendations are offered in good faith but do not imply any liability or endorsement on my part.
- PLEASE NOTE: I AM NOT A 'PUBLISHER' IN THE TRADITIONAL SENSE. My services include book design, typesetting and eBook formatting and facilitating the submission of my clients' self-publishing projects to online publishing platforms of their choice. Self-publishing authors must take responsibility for their own editing, proofing, marketing and publicity and I may not be held liable for the performance of their book or eBook, or its ranking or rating, after acceptance and publication.
- Acceptance of a commission from an author who wishes to self-publish neither implies my agreement with, nor endorsement of, any views or opinions expressed in the author's published work. It is a condition of my acceptance of a publishing commission that the author acknowledges that any decision made by their chosen publishing platform as to the acceptability or saleability of a book or eBook is beyond my control; and that the author fully indemnifies me against any loss, action or consequence of his or her decision to self-publish.
- I reserve the right to request a non-returnable commissioning payment – of up to 50% of any quoted or estimated price – 'before' I will start work on a client's behalf (other than engaging in preliminary discussions). Work will not be scheduled to start on any commission until initial payments are confirmed as 'cleared funds' by my bank.
- In the event that a client requests any work which may result in the total fees for a commission exceeding my quoted or estimated price I will advise this accordingly before proceeding further. I reserve the right to request interim payment(s) to confirm agreement that a project may go 'over-budget' and that this outcome is at the client's informed request.
- I will provide initial visuals and proofs throughout the creative process and whilst I will take all due care to ensure these are as correct and accurate as possible, responsibility for checking and approving content rests wholly with the client. I may not be held liable for errors or omissions discovered by a client 'after' they have approved and authorised a final pre-production/pre-publication proof.
- I will always endeavour to meet agreed deadlines however I may not be held liable for delays in completion, production or publication resulting from the delayed arrival of resources or information I require from clients, their nominees, suppliers or circumstances which are beyond my control.
- I do not offer extended payment terms. My fees become due and payable, in full, on sign-off of final proofs by the client. This particularly applies to material which I am asked by clients to pass to other parties for completion, production or publication. Final balances will only be accepted as paid on confirmation by my bank that funds are 'cleared' – I therefore encourage clients to pay using online banking or bank transfer to speed this process. Proofs will be in either PDF or online form as applicable to the media.
- In the event that I do not receive payment for work I do as part of a commission (whether in whole or in part) I reserve the exclusive rights to any designs, concepts, proposals or other material I produce.
- **Privacy (GDPR compliance)**  
Any personal information supplied to me for whatever reason will be treated as confidential. It will: 1) be securely stored and protected; 2) never be revealed or shared with any third party or parties without appropriate permission or authority; and 3) be irrevocably deleted (or shredded in the case of hard copy) after such information has served its purpose – the only exception being where retention is required to fulfil the needs of an ongoing client-relationship or my accounting or other legal obligations.