

## Terms & Conditions

**These terms and conditions apply to single projects undertaken by Insight Editing London on behalf of individuals (researchers/conference organizers). Additional terms and conditions apply to contracted engagements with organizations.**

We, Insight Editing London (hereafter IEL), shall provide scientific writing and editing services to you, the Client, in accordance with the following terms and conditions:

### Scope and remit of the service

Unless otherwise instructed by the Client, IEL undertakes to address the following areas of the projects supplied to them:

- i. spelling, grammar and sentence structure
- ii. stylistics
- iii. scientific content

IEL can undertake a greater scope of work by written agreement with the Client.

In the case of research manuscripts, IEL shall **not** check that your document meets the formatting requirements of the journal.

### Deadlines

The deadline for the return of the edited project shall be agreed before commencement of the work. Delivery of the unedited project by the Client shall be by 17.00h Client's local time on the agreed date. Should the Client fail to send the project on the agreed day, IEL is under no obligation to honour their agreement to undertake the work within the previously-agreed timeframe. Where Clients have agreed with IEL that they will send a project, and subsequently fail to do so within one business day of the agreed date, or without prior written notice to IEL, they shall pay a penalty fee of 100GBP.

### Satisfaction guarantee

Should the Client be dissatisfied with the quality of IEL's work on their project, they shall inform IEL within 3 business days of IEL sending their completed project. If IEL is unable to resolve the situation to the Client's satisfaction, the Client is under no obligation to pay IEL's fees.

IEL reserves the right to refuse future projects from Clients who choose not to pay IEL's fees on the basis of the satisfaction guarantee.

### Fees

The hourly fee shall be agreed in advance at the point of accepting the work. A projection of the estimated fee can be provided at this time upon request. The projected fee will be based

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on the anticipated number of hours the editing is expected to involve. The actual fee will be charged on the time taken to edit the work to the appropriate standard.

Invoices shall be sent electronically as an email attachment, unless otherwise requested in advance by the Client, by the end of the calendar month in which the completed project is returned to the Client. The invoice can be expected to list the projects undertaken for the Client in that month, the number of hours spent upon each project, and the fee incurred. Unless otherwise notified by the Client, the invoice shall be deemed to have been received one business day after sending.

If the delivery of the project is deemed satisfactory by the Client then payment shall be made to IEL by direct bank transfer within two weeks of IEL sending the invoice.

IEL require to be listed in the acknowledgement section of any documents delivered. This acknowledgement shall include the phrase:

“the authors wish to thank Insight Editing London for their assistance in producing this manuscript”

Alterations to this phrasing are permitted by prior written arrangement with IEL.

## Confidentiality

Save insofar as such information is already in the public domain, IEL shall undertake all reasonable measures to maintain and keep confidential, and shall not disclose any and all Confidential Information (as defined below), which is made known to them, or which they may acquire or develop during the course of working on the project.

Unless the Client’s consent is obtained, or there is a legitimate business need to do so, IEL shall not use, reproduce, transform, or store any Confidential Information in an externally accessible computer or electronic information retrieval system or transmit it in any form or by any means whatsoever outside of IEL writers.

In the case of third party confidentiality agreements, IEL agrees to hold all such Confidential Information in the strictest confidence and not to disclose or use it, except as necessary to perform the assigned duties, in a manner consistent with the Client’s agreement with such third parties. IEL shall, if so requested, execute all such third-party confidentiality agreements, in such form and on such terms as may be required by the Client.

“Confidential Information” means any and all business, financial, technical and other information, of any type and in any form which may be identified or designated by the Client as proprietary, confidential or secret or any information which by its nature should be proprietary, confidential or secret, including information relating to business, technologies, products and product lines, customers and customer lists, business contacts, business plans and strategies, finance, legal, accounting, intellectual property (including inventions,

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innovations, trade secrets, processes and lay out designs), data and contracts of the Client, its related organisations and/or spin-off companies.

### **Conflict of interest**

IEL shall diligently perform all projects undertaken on behalf of their Clients. Unless prior declaration has been made to the Client, IEL shall not concurrently undertake any other activity or accept other engagements which lead to, or might lead to, any conflict of interest between the Client and IEL.

IEL represents and warrants that its engagement with the Client and the performance of the anticipated work shall not violate any obligations the company may have to another person or entity, including, but not limited to, any obligations with respect to proprietary or confidential information.

**Any variation to these terms and conditions shall be in writing and signed by both parties to be effective.**