

TERMS OF TRADING

1. OUR COMMITMENT TO OUR CLIENTS

At **PBSS** we believe in the principle of providing our clients with the most *professional* and *efficient* service possible. We promise you our very best attention and look forward to continuing our much valued business with existing clients and welcoming new clients.

Our commitment means that we will carry out the agreed work to the best of our efforts and abilities and in *complete confidence*.

If you are unhappy about our service please tell us as soon as possible, preferably in writing. We promise to look into it and come back to you within the next 7 working days.

2. ASSIGNMENTS

Asking us to carry out work for you means that you accept these terms and conditions.

When we accept a piece of work, we will advise you of the estimated time of completion and estimated cost. We do expect our clients to be clear in their instructions to us. If no detailed instructions are given by the client, we will perform the work in the way that seems most appropriate to us.

3. LIABILITY

We will make every effort to keep clients' original manuscripts, disks, tapes, drawings, etc. separate, clean and secure. However, we regret that we are unable to accept liability for their loss or damage whilst on our premises or in transit to or from clients. Our working disks remain at all times our sole property. Our working format is PC-based Office Professional 2003. Whilst we can usually reformat text, etc. from other applications, we cannot guarantee compatibility with any other software package or operating system.

We use a leading proprietary anti-virus product which is updated several times a day. Although we take good care to ensure strict computer hygiene at all times, we cannot accept any liability in this respect.

We regret we cannot accept any liability for late production of work due to unclear instructions from the client. It is the client's responsibility to let us know in writing of any crucial deadlines.

4. PAYMENT

All rates and charges shown in our brochures or on any other publicity material are net. VAT at current rates will be added to the final invoice.

Payment for translations, wordprocessing and single pieces of work is due 14 days from invoice date. Commercial research projects and web searches are settled by progress payments agreed at the start of the assignment.

Please note: We retain full intellectual property rights over any translation, graphical and/or DTP work and research results we have created or produced until full payment for that work has been received.

We strive to keep costs down, but late payment by some clients unfortunately forces prices up for all. Invoices outstanding for more than 30 days from date of invoice will be charged interest at 5% above the prevailing National Westminster/RBS base rate for every day until payment is made. Legal and administrative costs incurred by pursuing late invoices and debts will be payable by the defaulting client.