



General

- CJM Business Support has operating hours of 09:00-17:00 GMT Monday to Friday, excluding UK public/bank holidays. CJM Business Support will provide Client services during these set times and will be available to clients via email and phone.
- Written quotations will be provided for Retainer or Project Work prior to any work commencing
- A signed contract is required before commencement of work. This indicates the Clients acceptance of our terms and conditions
- Work will commence once CJM Business Support receives the first scheduled payment as laid out in the contract or on signing the contract for commission based work
- Work will be presented to the Client via the agreed method of communication
- Responsibility of final proof reading of documents lies with Client and any errors notified within 48 hours of receipt will be corrected free of charge. After 48 hours it shall be deemed that the work has been accepted as free of errors and omissions and CJM Business Support will accept no liability or loss arising from the performance of any services carried out under the agreement
- Any material resulting from work that the CJM Business Support has performed shall remain the property of the Client
- CJM Business Support may use certain material for reference or for their portfolio but not without first obtaining the Client's consent in writing
- CJM Business Support will not be held liable or responsible for the end use of any document or work carried out by us. We retain the right to reject work which involves material we feel is illegal, immoral or objectionable
- Although every effort will be made to ensure reliable service, in event of equipment failure, CJM Business Support cannot be held liable for any loss of information

Charges & Payments

- Monthly packages must be paid in advance and in accordance with your package as stated in your contract with CJM Business Support. Commission based jobs will be calculated and invoiced on the 25th of each month
- Additional tasks outside of your package must be requested in writing and paid with the invoice for the following month. They will be charged at our hourly rate
- All charges are billed on a monthly basis on the 25th of the month

- Payment can be made by bank transfer (details provided on invoice)
- Payment is strictly due by the 7th of each month
- Failure to pay by the 7th of the month will result in a suspension of services until the payment is received in full
- Any and all costs incurred for chasing and/or recovering the outstanding payment will be added to account
- Printing, stationery, postage and other expenses will be charged separately to the hourly rate / package cost where incurred by CJM Business Support
- Services or methods of work that are requested by the Client and require training or instruction on the part of CJM Business Support will be provided by the Client at the Client's expense. Should the cost be incurred by CJM Business Support, this will be charged separately to the hourly / package cost
- All charges will be reviewed on 1st January of each year and clients will be notified of any new charges in writing

Termination

- This bespoke Agreement will continue indefinitely until either party terminates the Agreement in writing or until the agreed date on the contract
- The Client or CJM Business Support, may terminate this Agreement without cause and must give 30 days written notice to the other party
- Either party may terminate the Agreement immediately without prior notice in the event of a breach of the contract or of the terms conditions by the other party
- In the event of termination, CJM Business Support shall be paid the agreed monthly retainer plus any additional fees owing up to the effective date of termination
- In the event of termination CJM Business Support is required to complete the tasks for that month, if the Client so desires. If the Client does not wish to do this, they must advise CJM Business Support in writing

Confidentiality & Data Protection

- Confidentiality is guaranteed at all times
- No information will be made available to any third party
- CJM Business Support may use certain material for reference or for their portfolio but not without first obtaining the Client's consent in writing
- All work will be kept on file for a period of 12 months. After this time, work will be deleted unless specifically instructed

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