



Dieudonne Editorial Services

Proofreading and Editing

PAYMENTS, CANCELLATIONS, CORRECTIONS AND DELAYS, AND REFUNDS

Payments

All services are quoted in Great Britain Pounds (GBP). Dieudonne Editorial Services is not registered for VAT so payments and invoices do not include this element. Payment must be in full, in advance, unless otherwise agreed in writing by Dieudonne Editorial Services. Payment is due either when placing the order, or when an invoice is rendered, whichever is applicable. No work will commence on the document until and unless payment has been made in full, unless an alternative arrangement has been agreed by Dieudonne Editorial Services. It is deemed that once any email quotation has been accepted, or by placing and paying for a service online, it is a formal order. The Client is then liable to make payment for the order even if disagreeing with the pricing at a later stage. Payments can be made online using Visa, MasterCard or PayPal. Work undertaken for the Isle of Man Government can be paid by BACS payment. Cheques are not accepted except by prior arrangement, in which case work will not commence on the document until the cheque has cleared. If the whole or any part of an invoice remains outstanding for more than 30 days, interest shall be raised at the rate of 1% per month or part thereof on the overdue balance from the invoice date. An auto response from the Dieudonne Editorial Services website is not a confirmation that editing or other service has commenced or a contract is agreed. Dieudonne Editorial Services replies to all requests with confirmation of agreement.

Dieudonne Editorial Services has the right to charge additional fees that result from inaccurate information being provided by a Client. Quotations or payments will be based on information that the Client provides to Dieudonne Editorial Services, including the word count of the documents submitted for service. The Client represents and warrants that such information is accurate, and the Client agrees to pay to Dieudonne Editorial Services any additional charges arising from any inaccuracy in such information within seven days of notification thereof. Dieudonne Editorial Services is not obligated to verify the accuracy of such information, but may refund to you any overpayment arising from inaccuracy therein, depending upon the circumstances. Any additional charges levied will be notified to the user. Price, terms, and availability are subject to change without notice. Sample prices are listed on the Dieudonne Editorial Services website, but more complex work may need a special quote.

Dieudonne Editorial Services may terminate the Contract immediately by notice through email in the event of the Client's failure to make the due payments under the Contract by the due date. If a quote is given, a validity date will be specified but Dieudonne Editorial Services reserves the right to change prices between the time the quote is issued and when the work is undertaken. Pricing is in most cases driven by the word count of the work and the turnaround time required. Unless caused by inaccurate information from the Client, the document's complexity, by developmental requirements being higher than previously suggested, a change to specification - for example timescales becoming shorter, or other unavoidable changes; the prices will not be changed between agreement of the contract and completion of the work.

All payment information on the Dieudonne Editorial Services website, including your credit card information, is secured using Secure Sockets Layer (SSL) encryption technology. SSL technology prevents your information from being intercepted and read as it is transmitted over the internet. However, Dieudonne Editorial Services does not accept liability for any failure of this, or any other services which are outside our control.

If for any reason the Client is unable to make the payment in advance, or requests special arrangements, this request must be made in writing, giving full details of the request and the circumstance pertaining to it. Genuine reasons will be given full consideration, but the decision of Dieudonne Editorial Services is final. A response will be given in writing.

Cancellations

In the event of Dieudonne Editorial Services terminating the Contract due to the Client being in breach of any of its terms and conditions, the Client shall immediately pay to Dieudonne Editorial Services all sums due under the Contract without rebate or allowance. If the order has been placed by mistake, the Client must contact Dieudonne Editorial Services urgently, as it will not be possible to provide a full refund once work has begun on servicing the document. If the Client has uploaded the document multiple times by mistake, duplicate orders will be deleted without charge. If several services have been ordered, but some were by mistake, or are no longer required, Dieudonne Editorial Services will refund any services not required, unless the service that has been requested for a refund has already been started; in which case the refundable amount will be calculated based on percentage of work done (see table below). Files cannot be replaced if they have been revised and sent back for subsequent editing or other service. An administration charge of not more than £15 will be levied in these circumstances, solely at the discretion of Dieudonne Editorial Services. Please check the order confirmation immediately upon receipt to verify that the details of the order are correct.

The contract between the Client and Dieudonne Editorial Services commences as soon as payment is received. Furthermore, receipt of payment confirms the Client's intention to initiate the service process. The replacement of the file after the start of editing is considered as a cancellation of the order and a fee will be payable.

Cancellation fees will be calculated based on amount of work done on the assignment. See table below.

Assignment Status	Cancellation Fee %
Work not started	0%
Initial processing of the assignment is done, up to 25% complete	25%
Assignment 26% - to 50% complete	50%
Assignment 50% - 75% complete	75%
Assignment 75% - 100% complete	100%

Corrections and Delays

Please inspect all documents carefully as soon as the completed work is received back. If there are missing documents, please contact Dieudonne Editorial Services immediately via info@dieudonne-editorial.co.uk Dieudonne Editorial Services is committed to providing excellent editing and proofreading services at affordable prices; striving to meet deadlines and priding itself on the prompt service provided. However, Dieudonne Editorial Services is not liable for any result from a delay in the service due to unforeseen circumstances beyond its reasonable control. All dates and times provided for the delivery of the content are approximate and based on previous orders of the same size. Dieudonne Editorial Services cannot be held liable for any loss or damage caused by a later delivery time than has been quoted. In such an instance where a delay may be unavoidable, Dieudonne Editorial Services will make all reasonable efforts to contact the Client and remedy the situation. In such cases, Dieudonne Editorial Services is not obligated to refund the purchase price of any service under any circumstance unless explicitly agreed to by Dieudonne Editorial Services.

The first step in any remedial request is to email info@dieudonne-editorial.co.uk giving full details of what part or parts of the assignment are considered to be defective. Dieudonne Editorial Services will thoroughly re-check the work to assess whether the minimum service requirements for the services that were provided have been met. Should Dieudonne Editorial Services agree that defects are present, or if we agree to make changes that you have requested, Dieudonne Editorial Services may at our sole discretion, (a) correct any defective work product, (b) provide a full refund or a partial refund, or (c) provide account credit based on the nature of the incident. Please note that in the case of in-depth

editorial suggestions or developmental suggestions, Dieudonne Editorial Services may consider comments to be instructive/recommended rather than incorrect, so it is possible that we will not agree that an error has been made. Requests for correction where Dieudonne Editorial Services do not consider that they are at fault will be treated as revisions, and the cost will be subtracted from any refund or re-invoiced. Dieudonne Editorial Services will look into issues until 30 days from the point of completion, being the date on which the completed work leaves Dieudonne Editorial Services. Cases outside of this timescale will be dealt with at our sole discretion.

Dieudonne Editorial Services takes customer satisfaction very seriously. Please talk to us first, before leaving any adverse or negative comments about us on social media, other public forum, or on the Dieudonne Editorial Services website.

Refunds

If a refund is agreed, according to the conditions specified above and in the Dieudonne Editorial Services' Terms and Conditions, it will take five working days to process. Therefore, please allow that time to elapse before querying why the money has not been paid into your account. Account credit will be instantly applied and available to use immediately. Credit that has been applied to a user account is valid for two years from the point of application to the account. Once this time has elapsed, the credit will automatically be removed from your account. You will be notified of such credit expiry on the date of expiry. Transfer fees or other charges will be deducted from the refund amount unless the full liability for the correction(s) is accepted by Dieudonne Editorial Services. In cases where the refund is £10 GBP or less, a cash refund will not be issued, but will instead be added as a credit against future orders.

Before placing an order, please ensure that all refund policies and terms and conditions have been read and understood. Not knowing the conditions will not be accepted as a reason for misconceptions.

Clients who make fraudulent claims face serious regulatory consequences.