

Terms and conditions

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Throughout this document:

- **you** refers to the person, business or entity contracting services from Wordstitch Editorial
- **Wordstitch** or **we** or **us** refers to Wordstitch Editorial or its representatives (Hazel Bird and Matthew Wood)

In addition to the clauses below, as members of the [Chartered Institute of Editing and Proofreading](#) we are bound to adhere to its [Code of Practice](#).

Acceptance

1. Payment of the deposit shall be taken as your acceptance of these terms and conditions. If no deposit is applicable, your sending of the manuscript to Wordstitch for editing/proofreading shall be taken as acceptance of these terms and conditions.

Scope of work

2. Wordstitch shall provide you with an outline of the services to be provided, but it is your responsibility to query Wordstitch if you are unsure what the service does and does not cover.
3. The manuscript sent to Wordstitch for editing/proofreading must be final. Any authorial changes requested after editing/proofreading has begun may attract an additional fee.
4. A reasonable level of email correspondence is included within the project fee.
5. For projects with fees of up to £999, telephone time is charged at £40 per hour in 10-minute increments. For projects with fees of over £999, 20 minutes of telephone time is included in the fee and further telephone time is charged at £40 per hour in 10-minute increments.

Fee and payment

6. Wordstitch will provide an estimate of the fee required in advance of the work starting. This will be based on the services you request and an appraisal of the manuscript. If, at a later date, (a) you request further services or (b) the editorial work reveals unforeseen issues, Wordstitch will advise you of your options and the associated costs. No additional costs will be incurred without your approval.

Deposit

7. In most cases, 50% of the estimated fee is required to reserve a timeslot. Timeslots will be held for three working days after your acceptance of the timeslot.
8. Work will not commence until the deposit is paid. Late payment of the deposit may cause completion of the work to be delayed.

Interim and final invoice(s)

9. If the project's duration extends beyond 28 days, Wordstitch may invoice portions of the total fee periodically up to a limit of one invoice per month ('interim invoices').
10. The balance of the fee will be invoiced once Wordstitch has provided you with the final files and you have confirmed that the agreed scope of work has been completed ('final invoice').
11. Payment of any interim invoices and the final invoice is due within 30 days. Late payment of any of these invoices will be subject to an administration fee of £50 per invoice plus statutory interest at 8% above the Bank of England reference rate in force on the date the debt becomes overdue and at any subsequent rate where the reference rate changes and the debt remains unpaid in accordance with the Late Payment of Commercial Debts (Interest) Act 1998 as amended and supplemented by the Late Payment of Commercial Debts Regulations 2002.
12. Wordstitch retains the copyright to all corrections and amendments until all fees are paid.

Cancellation

13. You may cancel the work and receive a refund of the deposit up to 14 days after payment of the deposit, except if your schedule requires Wordstitch to begin work within the 14 days, in which case the deposit is non-refundable.
14. Once work has commenced:
 - a. If Wordstitch is providing you with a **single-stage service** (i.e., Wordstitch edits/proofs the document and sends it to you with queries for you to resolve without further input from Wordstitch), the full fee is always payable regardless of any cancellation.
 - b. If Wordstitch is providing you with a **multi-stage service** (e.g., Wordstitch edits/proofs the document and sends it to you with queries, and you then send back your answers for Wordstitch to finalise the document), you may at any point up to the receipt of the initial edit and queries terminate the contract and forfeit the deposit. After your receipt of the initial edit and queries, the full fee is always payable regardless of any cancellation.
15. It is your responsibility to confirm with Wordstitch before paying any deposit whether clause 13a or clause 13b applies to your project.

Schedule

16. Late delivery of the manuscript may cause completion of the work to be delayed. Where possible, Wordstitch will adjust the completion date by the same number of days as the delay in delivery. However, sometimes Wordstitch's other scheduled commitments will not allow this, in which case Wordstitch will advise what completion date is possible.

Error rates

17. The industry standard is for editors and proofreaders to find and correct 80% of errors in a text.* Wordstitch aims to exceed this and strenuously endeavours to get as close to 100% as is possible for any human editor. However, please bear in mind that:
 - a. Many editorial decisions are subjective, and what some people consider to be an 'error' may be accepted by others, and vice versa. You are encouraged to let Wordstitch know if there are any style rules or editorial decisions you would like Wordstitch to follow.
 - b. The heavier the changes to the text, the more likely there are to be residual errors. The traditional publishing workflow is for text to first be copyedited and then sent to a separate proofreader for a final check. While nowadays this strict separation of work into 'copyediting' and 'proofreading' is not always followed, Wordstitch always encourages clients to arrange for two stages of checks wherever possible.

* See 'Standards in Proofreading' ([CJEP](#)); Adrienne Montgomerie, 'Error Rates in Editing' ([Catch the Sun](#), 8 August 2013).

What the service does not cover

18. It is your responsibility to check that all changes made by Wordstitch are acceptable to you before the work is published.
19. Wordstitch accepts no responsibility for changes introduced into the text after the editorial work has been completed.
20. Wordstitch will not act as an agent, promoter, publisher or marketer for your manuscript.
21. Wordstitch will advise to the best of its ability on copyright issues relating to any extracts and/or artwork in your manuscript that may require permission from copyright holders for reproduction. Wordstitch will also highlight to the best of its ability any passages that appear to be libellous or that may be risky to publish. However, it is not always possible for an editor to identify such passages and Wordstitch cannot accept any responsibility for doing so.
22. Wordstitch can make no guarantee whatsoever that the editorial work provided will lead to (a) your text being accepted for publication, (b) your text receiving improved reviews or reader engagement, or (c) any additional benefit for your business (as applicable). Similarly, where applicable, Wordstitch can (d) make no guarantee whatsoever regarding academic grades.

Confidentiality and security

23. Wordstitch will not share the whole or a substantial part of your manuscript or correspondence with any third party. Very occasionally, it is necessary for Wordstitch to consult with editorial colleagues for advice on issues relating to a manuscript. In such cases, any information or examples provided to fellow editors will be as brief as possible and anonymised.
24. Wordstitch uses software to protect against viruses and other malware. However, Wordstitch cannot accept any responsibility for viruses or malware transferred via email, documents or other correspondence.

Scope of services

25. You are under no obligation to offer Wordstitch work; neither is Wordstitch under any obligation to accept work offered by you.
26. The work will be carried out unsupervised at such times and places as determined by Wordstitch, using Wordstitch's own equipment.
27. Wordstitch confirms that Hazel Bird and Matthew Wood are self-employed, are responsible for their own income tax and National Insurance contributions, and will not claim benefits granted to your employees.
28. Under the terms of the Data Protection Act 1998 and the EU General Data Protection Regulation, you and Wordstitch may keep on record such information (e.g. contact details) as is necessary to administer projects. Either may view the other's records to ensure that they are relevant, correct and up to date.
29. Either you or Wordstitch has the right to terminate a contract for services if there is a serious breach of its terms.
30. Wordstitch may use your name and the titles of projects completed for you in its promotional material unless you notify Wordstitch not to do so.
31. Wordstitch may quote any feedback provided by you in its promotional material unless you notify Wordstitch not to do so.
32. These terms and conditions apply to all work done for you by Wordstitch.
33. This agreement is subject to the laws of England and Wales, and both you and Wordstitch agree to submit to the jurisdiction of the English and Welsh courts.