



www.wordstitcheditorial.com · hazel@wordstitcheditorial.com

Editorial services that empower non-profits, businesses and authors to confidently share their expertise and impact

# Terms and conditions

Version 2024

Thank you for considering placing work with us. Throughout this document:

- **you** refers to the person, business or entity contracting services from Wordstitch Editorial
- **Wordstitch** or **we** or **us** or **our** refers to Wordstitch Editorial or its representatives (Hazel Bird and Matthew Wood)
- **edit/editing/edited/editorial work** refers to whatever editorial service is being commissioned (including but not limited to proofreading, copyediting, developmental editing and editorial project management)

In addition to the clauses below, as an Advanced Professional member of the [Chartered Institute of Editing and Proofreading](#), Hazel Bird is bound to adhere to its [Code of Practice](#).

## Acceptance

1. These terms and conditions apply to all work done for you by Wordstitch.
2. Your sending a manuscript to Wordstitch for editing shall be taken as acceptance of these terms and conditions.

## Agreeing and scheduling work

3. You are under no obligation to offer Wordstitch work; neither is Wordstitch under any obligation to accept work offered by you.
4. The scope, deliverables and schedule for each individual piece of editing work shall be agreed on a project-by-project basis.
5. For each piece of work, upon your request, Wordstitch will provide an estimate of the fee required in advance of the work starting. However, it is in the nature of editorial work that unforeseen issues can arise, given that it is not possible to assess the entirety of a manuscript before work commences. If 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.
6. Wordstitch may provide you with a spreadsheet to enable you to calculate estimated costs for yourself. Any such calculator is provided for information only. Although every effort will be made to ensure that the calculator produces representative estimates, no estimate should be considered final until approved by Wordstitch.
7. Late delivery of a manuscript may cause the schedule to be delayed. Where possible, Wordstitch will adjust the schedule 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 schedule is possible.

8. When we send you queries or a request for information, we will request a return date that will enable us to meet the agreed schedule. Late or incomplete replies to queries or requests for information, or replies that do not follow instructions that we have asked you to follow, may cause completion of the work to be delayed in the same way as outlined in the previous clause.
9. The manuscript sent to Wordstitch for editing must be final. Any changes requested by you or individuals you nominate as points of communication (e.g. an author) after editing has begun may attract an additional fee. This includes workflows that involve one or more query stages: unless agreed otherwise, you or your representative will not introduce unrequested rewrites or other changes.

## Payment

10. 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').
11. The balance of the fee (minus any interim invoices) will be invoiced once Wordstitch has provided you with the final files.
12. Unless agreed otherwise, payment of invoices is due within 30 days.
13. We reserve the right to claim statutory interest at 8% above the Bank of England reference rate in force on the date any 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.
14. Late payments will also be subject to an administration fee in line with the UK government's [late payment legislation](#).
15. Wordstitch retains copyright of the edits and any content created by Wordstitch as part of the editing process until payment of the final invoice.

## Cancellation

16. Once work has commenced, if you cancel a project where Wordstitch is providing you with a **single-stage service** (i.e. Wordstitch edits the document and sends it to you with queries for you to resolve without further input from Wordstitch), the full fee is always payable.
17. Once work has commenced, if you cancel a project where Wordstitch is providing you with a **multi-stage service** (e.g. Wordstitch edits the document and sends it to you with queries, and you then send back your answers for Wordstitch to finalise the document):
  - a. If you have not yet received all of the queries, 75% of the full estimated project fee is payable.
  - b. If you have already received all of the queries, the full estimated project fee is payable.

## Communications

18. Our standard availability is Tuesdays to Fridays. We are unavailable on Mondays, during the evenings and at weekends except by prior arrangement.
19. We aim to respond to all messages within two business days of receipt (excluding Mondays).
20. A reasonable level of email correspondence is included as standard for all editorial projects. For projects quoted at £1,000 or higher overall, or £750 or more per month on a retainer basis, one live consultation (phone, Zoom, etc.) per month of up to 30 minutes is included. Otherwise, live consultations are charged at £50 for the first 15 minutes and thereafter £25 per 15 minutes, unless otherwise agreed.
21. We ask that live consultations are booked in advance. This is because we are often working on multiple projects at once, and scheduling allows us to ensure we are dedicating focused time to your project and those of our other clients.

## Error rates

22. Wordstitch cannot guarantee finding every error in your text, although we strenuously endeavour to identify as close to 100% as possible. In sending work to us to edit, you acknowledge that:
  - a. The industry standard is for editors and proofreaders to find and correct 80–95% of the errors in a text.\*
  - b. Many editorial decisions are subjective. What some people consider to be an error may be accepted by others. You are encouraged to let Wordstitch know if there are any style rules or editorial decisions you would like Wordstitch to follow. Where relevant, you are also encouraged to provide feedback on desired and undesired changes as the work proceeds.
  - c. The heavier the changes to a text, the more likely there are to be residual errors. The traditional publishing workflow is for text to first be developmentally edited, then copyedited and then sent to a proofreader. While nowadays this strict separation of work is not always followed, Wordstitch always encourages clients to arrange for at least two stages of checks wherever possible.

## Exclusions

23. It is your responsibility to check that all changes made by Wordstitch are acceptable to you before the work is published or otherwise released to its intended audience.
24. Wordstitch accepts no responsibility for changes introduced into the text after the editorial work has been completed.
25. Wordstitch will not act as an agent, promoter, publisher or marketer for your manuscript.
26. Wordstitch can make no guarantee whatsoever that the editorial work 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 the achievement of academic grades.
27. 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 content that appears to be libellous or offensive, or that may be risky to publish. However, it is not always possible for an editor to identify such content and you agree to indemnify Wordstitch against any legal claims including but not limited to copyright of others' work, libel and defamation. You are encouraged to engage a specialist sensitivity reader if potential offence is a particular concern in your project.

## Confidentiality and security

28. Wordstitch will not share the whole or a substantial part of your manuscript or correspondence with any third party. Occasionally, Wordstitch consults with editorial colleagues for advice on issues relating to a manuscript. In such cases, information and examples provided to fellow editors are as brief as possible and anonymised.
29. Wordstitch sometimes uses AI (e.g. ChatGPT) as an editing support (but on the strict principle that the AI is a tool, just like spellcheck, and all editing is carried out by a human). If you are not happy for your text to be entered into such AI tools, you must tell Wordstitch.
30. 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.
31. 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.
32. Wordstitch may quote any feedback provided by you in its promotional material unless you notify Wordstitch not to do so.

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\* See Adrienne Montgomerie, 'Error Rates in Editing' ([Right Angels and Polo Bears](#), November 2013). See also 'Standards in Proofreading' ([CIEP](#)).

## Legalities

33. 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.
34. The work will be carried out unsupervised at such times and places as determined by Wordstitch, using Wordstitch's own equipment.
35. Where applicable, Wordstitch guarantees that any work that we subcontract on your behalf will be completed to the same standard, schedule and budget.
36. The information that you and Wordstitch may keep on record is covered by the terms of the General Data Protection Regulation. No more such information will be held than is necessary, at any time, to comply with those terms and with any compliance statement or privacy policy published by you and/or Wordstitch. Both you and Wordstitch agree that, where consent is required to hold or process such data, such consent has been requested and obtained and both facts can be demonstrated. Either may view the other's records to ensure that they are relevant, correct and up to date.
37. Either you or Wordstitch has the right to terminate this contract if there is a serious breach of its terms.
38. This agreement is subject to the laws of England and Wales. Both you and Wordstitch agree to submit to the jurisdiction of the English and Welsh courts.

Please don't hesitate to get in touch with any questions or to discuss a potential collaboration.

