



Editing and proofreading for your small business, organisation or non-fiction project  
Ljpondproofreader.com

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# Service Terms and Conditions

## 1. General Overview

- 1.1** These terms and conditions apply to work done for the Client (you) by LJ Pond (me).
- 1.2** I complete all proofreading, editing and writing work myself. I do not outsource any part of the work. I do not generate any content using AI.
- 1.3** I operate under the name 'LJ Pond'. LJ Pond is registered as a sole trader on the Australian Business Register (ABR). My Australian Business Number (ABN) is 15 732 817 179.
- 1.4** I am not registered for Goods and Services Tax (GST). I do not charge GST.
- 1.5** You must agree to these terms and conditions in writing before I begin working on your project.

## 2. Services

### *Proofreading*

#### **2.1** My **proofreading** service includes:

- checking for and correcting any misspelled words, typing errors, and incorrect punctuation.
- checking for and correcting any incorrect use of grammar and sentence structure.
- highlighting any parts of your text where the meaning is unclear.
- highlighting any incorrect use of vocabulary. I may suggest an alternative if the word or phrase is not a technical term.
- checking for and correcting inconsistent use of spelling, punctuation and capitalisation throughout the text. If there are stylistic decisions to be made, I will highlight these for you to confirm your choice.
- highlighting any inconsistent formatting of non-textual elements (e.g. tables).
- (*in the case that you have included references*) highlighting any inconsistencies in the references and reference list or bibliography in

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regard to the style required. You must inform me of the style before I begin working on your project.

**2.2 My proofreading service DOES NOT include:**

- rewriting any sections of your text to change the meaning conveyed.
- making any stylistic changes to your text.
- editing the format of any non-textual elements.
- checking any data presented in your text.

*Proof-editing*

**2.3 My proof-editing service includes:**

- everything listed in section 2.1 included in my proofreading service.
- checking the structure and flow of your writing.
- making minor suggestions on how to rewrite any ambiguous phrases within your text.

**2.4 My proof-editing service DOES NOT include:**

- rewriting sections of your text to change the meaning conveyed.
- providing references for sources quoted in your text.

*Copyediting*

**2.5 My copyediting service includes:**

- everything listed in section 2.2 included in my proof-editing service.
- offering suggestions on how to improve the structure and flow of your writing.
- offering suggestions on how to reword/rewrite sections of your text to make for a better reading experience for your audience.
- checking the accuracy of data presented, where applicable.

*Writing/Rewriting/Ghostwriting*

**2.6 My writing services include:**

- researching relevant content.
- offering suggestions on how to reword/rewrite sections of your text to make for a better reading experience for your audience.
- checking the accuracy of data/research you have suggested for inclusion, where applicable.

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- creating a text in line with your brief.

*All services*

**2.7** I guarantee that I will do the very best job I can for you. However, I cannot guarantee work that is completely accurate and free of errors, or 'perfection'.

### **3. Terms of Work**

*Single projects*

**3.1** Before I begin work on your project, you and I need to agree, in writing, on:

- a schedule, which includes the date I will receive the files from you, and the date I will deliver them back to you with the work completed.
- the format I will work in (Microsoft Word with Track Changes turned on or PDF with comment tools).
- a fee, based on the quotation I provide to you.

**3.2** In the case that I begin your project and determine that it requires more work than outlined in section 2 of these terms and conditions, I reserve the right to revise the quote, renegotiate the deadline, or choose not to complete the work.

**3.3** If I suspect any part of your project is not your own, I reserve the right to return it to you without completing the work.

*Packages & plans*

**3.4** Before the service period of your package can begin, you and I need to agree, in writing, on:

- a schedule, which includes the start and end date of your package as well as the agreed turnaround time for each item within the package.
- the format I will work in (Microsoft Word with Track Changes turned on, PDF with comment tools, or an alternative).
- a fee, based on the quotation I provide to you.

**3.5** In the case that I receive your texts and determine that they require more work than outlined in the relevant part of section 2 of these terms and conditions, I reserve the right to revise the quote, renegotiate the deadline, or choose not to complete the work.

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## **4. Quotations and Payment**

**4.1** I will provide you with a quotation after I have evaluated your requirements and viewed a sample of your work.

**4.2** My initial quotation includes:

- one pass of your whole project for proofreading and proof-editing; two passes of your whole project for copyediting.
- a one-time check of any sections that I have suggested you rewrite for clarity after the first one (or two) pass(es). Please note: this pass DOES NOT INCLUDE checks of any new material added. See 4.3 for further details.

**4.3** Any changes to your requirements (including, but not limited to, an increase in word count; a change of deadline) will require a renegotiation of the original fee quoted.

**4.4** Unless otherwise agreed in writing, payment must be made by direct deposit OR by credit or debit card via Stripe.

### *Single projects*

#### *Payment by direct deposit*

**4.5** Payment of a booking fee must be made to secure space in my schedule for your project. This fee will be deducted from the final cost of your project.

**4.6** Payment of 100% of the project fee must be received by me before I deliver your completed work to you.

**4.7** To avoid delayed submission of your work due to late payment of the full project fee, I encourage you to pay the complete fee up front.

**4.8** You are responsible for any foreign transaction fees incurred.

#### *Payment by credit card or debit card*

**4.10** For projects invoiced for AU\$800 and above, you may choose to pay by credit or debit card.

**4.11** Full payment of the project fee must be received by me before I begin work on your project.

**4.12** Payments made by credit or debit card via my website incur an additional 3% fee.

### *Packages*

#### *Payment by direct deposit*



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**4.13** Payment of 100% of the package fee must be received by me before the scheduled start date of the package. I will not begin work until payment is complete.

**4.14** You are responsible for any foreign transaction fees incurred.

*Payment by credit card or debit card*

**4.15** For packages invoiced for AU\$800 and above, you may choose to pay by credit or debit card.

**4.16** Payments made by credit or debit card via my website incur an additional 3% fee.

## **5. Single Projects: Booking Confirmation Form and Booking Fee**

**5.1** When you complete the [booking confirmation form](#), you agree to these terms and conditions.

**5.2** I will issue you with an invoice for the booking fee or full project fee (depending on your payment preference) after you have completed the booking confirmation form.

**5.3** The booking fee is 50% of the total fee quoted. This amount will be deducted from the final invoice upon completion of the work.

**5.4** The booking fee (or full payment if paying by credit or debit card) must be received by me within three working days of you completing the booking confirmation form. Please schedule the date of your payment appropriately to ensure I receive the booking fee BEFORE the starting date we agree upon. I will not begin work on your project until I have received your payment.

## **6. Packages: Package Purchase Form**

**6.1** When you complete the [package purchase form](#), you agree to these terms and conditions.

**6.2** I will issue you with an invoice for your chosen package(s) after you have completed the package purchase form.

**6.3** Payment for the package must be received by me within three working days of you completing the package purchase form. Please schedule the date of your payment appropriately to ensure I receive the booking fee BEFORE the starting date we agree upon. I will not begin work until I have received your payment.

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## **7. Liability**

*For students*

**7.1** You are responsible for complying with any rules set by your academic institution with regard to the use of a professional proofreader to check your work. If your institution has issued any guidelines regarding the scope of work allowed by a professional proofreader, it is your responsibility to send these to me before I begin working on your project.

**7.2** I cannot be held legally responsible for any mark that you are awarded for your work.

*For all clients*

**7.3** You are responsible for ensuring that your payment of my fees is received by me BEFORE the scheduled start date of your project. I cannot be held legally responsible for a delay to the schedule as a result of your late payment.

**7.4** You are responsible for ensuring that any final payments are received by me promptly so I can deliver your completed work. I am not responsible for the delayed return of your files as a result of your late payment.

**7.5** I cannot be held legally responsible for the late submission of your work as a result of your late payment for my service.

## **8. Cancellation Policy**

*Terms*

**8.1** Both you and I have the right to terminate our contract if there is any serious breach of these terms and conditions. In this case, the booking fee will not be refunded.

**8.2** You may cancel our contract by notifying me by email that you wish to cancel. The cancellation will be valid when I have acknowledged it in writing. This may incur a fee (see 8.4, 8.5, 8.6 and 8.7).

**8.3** I may cancel our contract by notifying you by email that I wish to cancel. In the unlikely event that this happens, I will refund any fees already paid for work that has not yet been completed, including the booking fee one was paid. This only applies to cancellation due to a reason other than a breach of our contract.

*Fees*



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**8.4** If you cancel our contract DURING the project or package service period, I reserve the right to invoice you for 100% of the fee we initially agreed upon. Package fees are non-refundable once the service period has commenced.

**8.5** If you cancel our contract 30 DAYS BEFORE the start of the project or package service period, I will refund any payment already made minus the extra 3% charge if you paid by credit or debit card.

#### *Single projects*

**8.6** If you cancel our contract WITHIN 30 DAYS of the start of the project, I will not refund your booking fee. If you have paid in full, I will refund your payment minus the booking fee and the extra 3% charge if you paid by credit or debit card.

#### *Packages*

**8.7** If you cancel our contract WITHIN 10 DAYS of the scheduled start of the service period, I will refund 50% of your payment minus the extra 3% charge if you paid by credit or debit card.

## **9. Privacy and Confidentiality**

**9.1** I will not share your work with any third parties.

**9.2** I am required to collect your full name and contact details for invoicing purposes. I will not share this information with any third parties. I will not use your contact details for marketing purposes.

**9.3** I keep two local copies of your files at all times: one copy is held on my laptop; the other is held on an external hard drive. I will never store your files in the cloud.

**9.4** I use software called PerfectIt to assist me in checking that your writing is consistent. I use the Windows version, which means your work is never shared to the cloud.

#### *Payments by credit or debit card*

**9.5** I accept payments by credit or debit card using Stripe. Stripe is a secure payment processor which ensures your card data is encrypted. This means I will never see your card details, and your receipt will be sent automatically.

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