

# The Wordsmithy Limited: Terms and conditions

These are the everyday terms I work to, written in plain English so there are no surprises. They're here to keep projects running smoothly and fairly for both of us; they sit alongside my AI usage policy. For most projects, the brief and quote I send you by email, together with these terms, are all we need.

If your organisation has its own contract or purchase terms, just send them over and we'll square away anything that needs aligning before I start.

## Getting started

Every project starts with a clear brief. I'll take down what you need, write it up and send it back for your approval, along with a quote and a timeline. Work begins once you've approved the brief and given me the go-ahead. A signature, an email saying yes, a purchase order, or payment of a deposit all count as acceptance of these terms.

## Quotes, changes and timings

My quote is based on the brief as we agree it. If the brief changes, or if I don't get the information, sources or materials I need when expected, the timeline, including the delivery date, may shift. I'll always keep you posted. Any changes are confirmed in writing and only go ahead once we've both agreed them.

If a project turns out to need more than about 10% more time than I estimated, I'll pause, tell you why, and agree any extra cost with you before carrying on. You won't get a surprise bill.

## Drafts and revisions

Each quote sets out how many rounds of revisions are included (usually two.) If you'd like further changes beyond that, or the scope grows, I'm glad to keep going; I'll simply treat it as additional work and agree the cost with you first.

## Sign-off and accuracy

Once you've approved the final copy, it's considered signed off and ready to use. Please do give it a careful read before then: checking the final copy for factual and typographical errors before it's published or sent out is the client's responsibility, and I can't be held liable for errors in material you've approved. I take accuracy seriously and check my facts (my AI policy explains how), but a final review at your end is always wise.

## Payment

For one-off projects I invoice on completion of the first full draft; for ongoing work I invoice monthly, unless we've agreed something else. For larger projects or new clients I may ask for a deposit up front.

- All prices are plus VAT at the current rate (currently 20%).
- Any expenses we've agreed in advance (like travel, interviews or meetings) are charged at cost.

- Payment terms are 30 days from the invoice date.
- If an invoice isn't paid on time, I may charge interest and a fixed recovery fee in line with the UK's late-payment legislation.

## Who owns the work

I keep copyright in everything I write until your invoice is paid in full. Once it's paid, the final copy is yours to use as you wish.

I'd also like to be able to show the work in my portfolio and mention you as a client. If you'd rather I didn't, just say and I'll keep it confidential.

## Confidentiality and data

I treat your information in confidence and handle any personal data in line with UK GDPR. My AI usage policy explains how I keep your material safe when I use AI tools, and it forms part of these terms.

## If plans change

If you need to cancel a project once it's under way, I'll invoice for the work done up to that point, along with any work already committed on your behalf. For ongoing or retainer arrangements, either of us can bring things to a close with 30 days' notice in writing.

As a one-person business, very occasionally something beyond my control - illness, for instance - might affect a deadline. If that happens, I'll tell you straight away and we'll agree the best way forward.

And if you're ever unhappy with something, please tell me. I'd always rather put it right than leave you dissatisfied.

## The legal bit, kept short

Two things for completeness. My total liability for any project is limited to the fees you've paid me for it, and I'm not liable for indirect or knock-on losses. And these terms are governed by the law of England and Wales.

## In short

*We agree a brief and a quote, I write and revise the copy, you check and approve it, and I invoice on the agreed terms. The work is yours once it's paid for, your information stays confidential, and anything tricky we sort out by talking it through. Simple, fair and human — the way I like to work.*

## Agreed

Approving a brief, sending a purchase order, paying a deposit or signing below all confirm your acceptance of these terms.

Client signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name and position: \_\_\_\_\_

On behalf of: \_\_\_\_\_