



Virtual Administration

S.R.A Services Limited
Kemp House,
160 City Road,
London,
EC1V 2NX

admin@sraservices.co.uk
www.sraservices.co.uk

Welcome to S.R.A Services **Terms and Conditions.**

Independent Contractor

- In providing the services under this agreement it is expressly agreed that S.R.A Services is acting as an independent contractor and not as an employee.
- S.R.A Services and the client acknowledge that this agreement does not create a partnership or joint venture between them and is exclusively an agreement of providing a service.

Payments & Billing

- The client understands that S.R.A Services rates are calculated on a per hour basis, with a minimum of one hour.
- All invoices are to be paid in GBP.
- For miscellaneous services such as website building and website maintenance there is a separate fee to the hourly fee.
- Individual clients will be invoiced at the completion of a task. Business clients will be invoiced monthly.
- Invoices are due to be settled in 7 days from day of issue unless an agreement has been put in place.
- Invoices that are unpaid will incur interest. Please read '**charges**' for more info.
- S.R.A Services has the right to change the rates of any service provided. Clients will be notified of any change of service rates.
- Invoices will always have our logo attached and include service provided, cost of materials, any charges, or discounts. The client will receive a paid invoice once payment has been received.
- Payments to be made via bank transfer.
- S.R.A Services is not liable if the client incurs any bank account charges.
- If you would like to pay your invoice in part payments, you must notify S.R.A Services no later than **2 days after** receipt of invoice.
- If we have a monthly budget agreement and the current work undertaken, will take more time to complete, this will be discussed with the client to come to an agreement.

S.R.A VIRTUAL ADMINISTRATION SERVICES LIMITED

is registered in England and Wales under the company

registration number 11162602



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Charges

- Late invoices will incur a charge in the following steps - both applies to Individual & Business clients.

10 Working Days Late	5% Interest added to invoice
20 Working Days Late	10% Interest added to invoice
30 Working Days Late	20% Interest added to invoice

Website Maintenance

- The client is responsible for ensuring that their website is backed up.
- Website changes are only applicable to **Wix** websites currently.
- The client is responsible for the financial maintenance for their website such as Payment plans, apps, domain & hosting etc.
- Billables changes includes uploading photos, rewriting information, creating/removal of pages, social media posts and more.
- Layout changes will be charged at the hourly rate for Website Design. Please see '**rates**'
- Any changes to login information need to be provided to S.R.A Services as soon as possible, to avoid any delay in the work progress and potential threat to the work deadline.
- For store websites, a store plan will need to be purchased from Wix.

Post & Packaging

- When sending documents to S.R.A Services, I recommend all confidential documents to be sent by Royal Mail Special Delivery. This is a guaranteed delivery by 1pm the next working day and is a tracked service.
- Our other recommendation would be Royal Mail Signed for 1st or 2nd Class. This is a 1-2 or 2-3 working day delivery service, which requires a signature. This will ensure that there is confirmation there has been a successful delivery.
- Clients are more than welcome to send their choice of any postage/printing material (stamps, paper, envelopes, letterhead paper) for me to use for completion of their work.
- Any returning documents sent back to clients from S.R.A Services will be sent via a Royal Mail Tracked service.
- It is the clients' responsibility to ensure they safely store their documents once received, whether digital or physical.

Late Invoices

- If your invoice is overdue, you will receive your **1st reminder** email the next working day requesting for the fee to be paid due on receipt.

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- A **2nd reminder** email will be sent if your invoice is still outstanding after **10** working days. The client's invoice will also incur interest. Please refer to the '**Charges**' section for more information on interest charges.

Confidentiality

S.R.A Services Limited treats the information we receive as highly confidential.

- No information will be passed on to any third parties, unless instructed to do so by the client.
- After all the completed work is done and invoice has been paid, all files will be kept and not deleted, unless the client instructs S.R.A Services to do so.
- No work completed by S.R.A Services will be used for any social media posts or promotional ads unless consent has been given to do so.
- Business related matters of the client shall not be discussed or disclosed to any third parties.
- All acquired personal data will remain safe and secure and will be used solely for the intended purpose in accordance with the GDPR regulations.

Liability

- It is the clients' responsibility to proofread and check the completed work and confirm you are satisfied the job is complete.
- If a client provides images/videos, it is the clients responsibility to gain permission, regarding the rights of use of images/videos.
- Images provided by S.R.A Services, will have been used correctly and with permission from the source.
- All produced work for the client, will legally belong to the client. S.R.A Services will not own any rights of the work produced for the client.
- It is the clients' responsibility to ensure their email is correct to ensure delivery of emails sent from S.R.A Services are received correctly.
- Once documents have been sent via email, it is the clients' responsibility once they have received the documents.

Termination of Contract

- In the event of the termination of agreement, a notice period of one calendar month must be given either side and must be made in writing. Please email admin@sraservices.co.uk for any correspondence regarding termination of agreements.

Effective from 1st August 2021

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