



TERMS & CONDITIONS:

- Total Virtual Solutions will provide a professional and confidential service. Client contact details are treated in confidence and will never be distributed to a third party.
- Total Virtual Solutions will always exercise integrity, honesty and diligence in carrying out professional duties and responsibilities.
- All Total Virtual Solutions systems are virus, firewall and password protected with regularly updated software. All incoming files will be checked for viruses. Any documents found to contain a virus will be returned unopened to the client. Any unsolicited email with an attachment will be deleted.
- Total Virtual Solutions reserves the right to refuse any contract it deems to be illegal, immoral or believes to break copyright law.
- Final proof reading of all documents is the client's responsibility. Any errors notified within 7 days of contract completion will be rectified free of charge.
- Total Virtual Solutions will not commence work until a signed quotation has been received back from the client which will stipulate the precise work, hours, cost and payment terms. Any amendments thereto must be agreed to in writing.
- Total Virtual Solutions will accurately represent the skills and expertise, recognise its limitations and only offer professional services that it feels competent to provide.
- Whilst Total Virtual Solutions takes every precaution to prevent system failure; it cannot be held liable for any loss whatsoever due to computer, power or telephone line failure.
- Total Virtual Solutions reserves the right to terminate or suspend any contract (without penalty) if the client fails to settle an invoice by the due date.
- For all on-site work, Total Virtual Solutions requires an independent contractor agreement to be signed, a copy of this is available on request.
- Depending on the nature of the business a deposit may be charged. This will be agreed to by both parties and no work will commence until such deposit has been paid.