Terms of Business

1. Messagelab Communications Ltd will provide services faithfully, diligently and use its best endeavours to promote the interests of the client.
2. Fees quoted are valid for 90 days from submission. After that Messagelab Communications Ltd reserves the right to alter them without notice.
3. New clients are required to pay a 50% deposit in advance. Work won't commence until funds are cleared. The remainder of the fee is payable on project sign-off.
4. Fees are payable within 30 days of invoice. Any late payment shall incur interest and charges in accordance with The Late Payment of Commercial Debts (Interest) Act 1998 as amended and supplemented by Late Payment of Commercial Debts Regulations 2002.
5. If the client requires that an invoice be submitted against a Purchase Order for payment, the client shall be responsible for issuing Purchase Order before services commence.
6. Work will be deemed to be completed and a final invoice issued if no client feedback is received within 30 days of submission of a draft or proof.
7. Payment is not contingent on the results of work delivered by Messagelab Communications Ltd, its employees or its associates. The client is paying for Messagelab Communications Ltd's time, quantum meruit.
8. Copyright is retained by Messagelab Communications Ltd until the invoice for that work has been paid, at which point copyright is assigned to the client.
9. Messagelab Communications Ltd retains all vested contingent and future rights of copyright and any other rights throughout the world subsisting in or otherwise relating to all training material created by or on behalf of Messagelab Communications Ltd.
10. Messagelab Communications Ltd reserves the right to use extracts of work produced for clients in our promotional material such as http://www.messagelabcomms.co.uk/
11. Messagelab Communications Ltd gives no warranty or undertaking as to the effectiveness or success of creative work, reports, plans, training courses or consultancy or as to the achievement of any of the objectives therein. The client accepts that it has full responsibility for the success or failure of its products and for achieving sales targets or other measures of commercial performance.
12. In the event of the client failing to meet agreed deadlines, the timetable for the project will be modified and additional costs agreed.
13. If the client cancels a training course or workshop more than 30 days before the scheduled date, no fee is payable; within 15-30 days, 25% of the agreed fee is payable; within 8-14 days, 50% is payable; within 1-7 days, 100% is payable.
14. Messagelab Communications Ltd may be engaged on work for companies in similar or related markets. All information received from clients in spoken or written form will be treated as confidential and will not be divulged to third parties or used in any way except in the performance of duties agreed between Messagelab Communications Ltd and the client.
15. Reasonable alterations to the copy and design are included in the price quoted. This includes up to two rounds of revisions for copy and/or design.
16. Substantial alterations to the copy and/or design (based on the brief changing) will be charged for at an hourly rate of £70 plus bought-in items such as illustration or photography at cost plus a 10% handling fee.