

Purchase Order A signed Letter of Agreement and 50% advance is required before we start work.

Changes and Revisions. If revisions to manuscripts are necessary, we will complete them promptly and at no additional cost. This is providing that they are assigned within 60 days of your receipt of the first draft and are not based on a significant change in the project that is made after we submit the draft.

Once we have finalised a manuscript, designed the book, and submitted a set of preliminary page proofs to you, we will complete any changes promptly and at no additional cost. This is providing that they are assigned within 30 days of your receipt of the preliminary page proofs and are not based on a significant change in the project that is made after we submit the proofs.

Our Guarantee. We guarantee our work. You must be satisfied with what we prepare for you. If you are not satisfied with a manuscript, we will write and re-write until you are — at no extra cost to you.

If you are not satisfied with the preliminary page proofs, we will make any necessary changes until you are — at no extra cost to you.

Expenses. You will not be charged for any minor, out-of-pocket expenses. If a chargeable expense is necessary, we will notify you *in advance* for approval. Approved out-of-pocket expenses are payable within 30 days of completion of the project.

Invoicing. As concerns the preparation of manuscripts, we send an invoice one week after your receipt of the *first* draft, payable net 30 days. If revisions are required, they will be completed promptly at no extra charge, provided they are received within 60 days of receipt of the *first* draft and are not based on a significant change in the project.

As concerns the preparation of manuscripts for publication, we will send an invoice one week after you give the printer final approval to print the book, payable net 30 days.

Any amounts due which are not paid within 30 days shall be subject to a late payment charge of 1½% and shall thereafter bear interest at a rate of 18% per annum until paid in full.

Cancellation. At any time you have the right to terminate the agreement or put the project on hold, upon written notice to us. In such an event, you will compensate us for hours worked on the project through the time and date of cancellation, plus any out-of-pocket expenses incurred by us.

Compensation is based on the following scale:

Preparation of manuscripts

- 10% of the quoted fee if you have signed a Letter of Agreement with us, but we have not started work.
- 25% of the quoted fee if we have started the interview process.
- 50% of the quoted fee if we have completed the interview process.
- 100% of the quoted fee if we have submitted an initial draft to you, but not made any revisions.
- 100% of the quoted fee if we have submitted a draft to you and completed revisions.

You have a story. We can help you tell it

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Preparation for publication

- 10% of the quoted fee if you have signed a Letter of Agreement, but we have not started work.
- 50% of the quoted fee if we have started work, but not submitted a preliminary set of page proofs to you.
- 60% of the quoted fee if we have submitted a preliminary set of page proofs to you.
- 75% of the quoted fee if we have submitted a preliminary set of page proofs and made your revisions.
- 100% of the quoted fee if final approval has been given to the printers.

Errors and Omissions. We will make every effort to ensure that the manuscripts and page proofs are free of omissions and errors — including errors in spelling and content — but cannot warrant this. Please review the manuscripts and preliminary and final page proofs thoroughly before committing them to production.

Computer Viruses. We use a current version of *bitdefender internet security* and scan all files before sending copy by email, CD, or disc. Although this has proven effective, we cannot guarantee files will be virus-free.

Copyright. The copyright for transcripts, manuscripts, and print proofs that we develop shall be automatically transferred to you upon full payment of applicable invoice.

Indemnity. You shall hold us harmless against any third party claims anywhere in the world, including third party claims arising from copyright infringement and libel that result in any way from your use of our services and counsel on this project. We agree to work with your legal advisor to ensure that copy complies with applicable laws and regulations.

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