

## ***Terms and Conditions***

- South West Sydney Virtual Assistant will endeavour to have all work/projects completed by deadlines required as agreed upon at commencement. Should there be unforeseeable delays, South West Virtual Assistant will notify you of such delays as soon as possible both by phone and in writing.
- South West Sydney Virtual Assistant will not be held accountable if delays are from a client end, however will work with you to ensure that deadlines are as reachable as possible.
- South West Sydney Virtual Assistant will work with you with the highest level of integrity and confidentiality and will ensure that no information on any products and services is disclosed to any additional parties without prior consent.
- Should there be a requirement for South West Sydney Virtual Assistant to send emails on your behalf, then it is a requirement of you (the client) to provide an email account to act on your behalf.
- All work conducted by South West Sydney Virtual Assistant will be done Monday to Friday between the hours of 9.00am and 4.00pm. Any work that is required to be conducted outside of these hours will be agreed upon at time of contract (additional charges may apply, please refer to Pricing).
- All invoices are strictly payable within 7 days from date of invoice. Any invoices not paid within 7 days will attract a \$10 fee for every day thereafter that payment is not received. Should payment still not be received within 21 days after the date due on any invoice, further action will be taken to recover all payments due.
- Any ongoing/long term work/projects will require a minimum of 30 days' notice if the services of South West Sydney Virtual Assistant are no longer required. Any unpaid invoices must be paid prior to the 30 days' notice period.
- All pricing listed is effective as at the 1<sup>st</sup> April 2017. 30 days' notice will be provided should there be any increase to the pricing quoted.