

Important things to clarify before we make a start

(Also known as the thing I ask you to read, so we can all sleep at night)

Numbers

In case you need them, Haydn Grey is a limited (08036270) and VAT registered (316 5119 22) company.

I bank with Santander

Sort code: 09 01 28

Account number: 25741781

For payments from outside the UK

(SWIFT) BIC: ABBYGB2LXXX

IBAN: GB83ABBY09012825741781

And if you need to talk to me, you can call me on 07816 763393 – My working hours are random but my phone answering hours are 9-6pm.

Deposits and start dates

Before I make a start on your project, you'll receive an estimate from QuickBooks via my lovely accountants at Dockwray Accounting with the project fee we've agreed – either on email or over the phone.

I'll also send you:

- A copy of these terms
- An outlined proposal of the project brief as discussed for your review

On your acceptance of the terms, project fee and project outline, I'll issue an invoice for 50% of the agreed project fee

When your 50% deposit fee has cleared in my bank account, I'll make a start.

Copyright

All finished and finalised work remains the property of Haydn Grey Ltd until it's paid for, so please don't use it, publish it, build a website with it or stick it on a wall in your office with Blu Tack until you've settled your final invoice. Thank you.

Invoicing and terms

And, while we're talking about finished work, the faster you're able to feedback, the faster we can progress your project. If I don't hear back from you after ten working days, I'll presume you're happy and issue your final invoice. Payment terms are 30 days.

Feedback

It's worth mentioning that sometimes I work on multiple projects at once. And there's only one of me. And sometimes everything comes back on the same day (Usually Thursdays. Who knows why that is, but it is. Let's call it Feedback Thursday.)

To make sure everything gets turned around in a timely fashion, all your amends and edits will be completed and returned within ten working days – unless otherwise agreed.

If you need your work sooner than this, please make sure we put an agreement in place to allow for faster turnaround reviews and feedback before I start work, so I know I can meet the deadlines you need.

Marketing (mine and yours) and NDAs

I shout about the clients I work with because it helps them to market their work. This includes case studies, testimonials and mentions on social media sites.

However, I know that not everyone likes – or is allowed – to be mentioned in this way. If you need total silence about the work we're doing, please say so. I'm happy to sign an NDA and add it to the pile of 'things I'm not allowed to talk about'.

Otherwise, I'd love to feature you on my site, and who knows? The link might boost your rankings with the search engines too.

Win win.

Deadlines and timeframes

I work irregular hours, but I always work to deadlines. If there's a problem that I think you need to know about – illness, family emergency, the seagulls have killed my WiFi connection – I'll tell you ASAP and work to minimise any impact on your project.

This works both ways. If you're late with information, supply half a brief (it happens) or need to be away from the office when we've agreed to exchange

feedback, please understand that I'm only human, have other client work booked in, and that even short delay can affect my ability to meet your deadline.

Experts I know

From time to time I may outsource certain aspects of work with your permission. This could be web development, keyword research or PPC. If your project feels like it needs more people on board – for example, if I think you need to talk to a marketing strategist before commissioning your copy or if you need original photography – I'll make introductions for you with pleasure.

Word

For ease, I'll supply all your work in either a Word document or in Google Docs.

GDPR

All work is stored in a secure professional 1TB Dropbox account and I don't delete any files.

Briefs

Let's agree the brief before I start work. It's what I base my fee on. If you need to change your brief as we go, I may need to revisit the fee and see if that needs to change in accordance.

(Fingers burned – lesson learned.)

Amends

I include two rounds of amends in our agreed brief. If we require more than two rounds, let's revisit the brief together – something's gone astray between your brain and mine.

Fees

I work by project fee.

If you decide that you no longer need a piece of work you've commissioned, or can no longer use it, you still need to pay for it in full. I'm happy to suggest ways you can amend the work or use it on a different platform, but the original commission – and fee – will stand.

Proofing and infringements

It's your job to ensure that all facts and statements in the work you commission are true and that the words I write don't infringe upon any copyright or other right of a third party.

The responsibility for any final checks and proofreading lies with you.

Legal stuff (note the change in tone)

I'm not liable to you, or any third party, for damages, including lost profits, lost savings, complaints, claims, litigation or other incidental, consequential or special damages which arise regarding the work you commission from me.

[I'm professionally insured through PolicyBee](#) and a member of [The Professional Copywriters' Network](#)

If any provision of this agreement shall be unlawful, void, or for any reason unenforceable, then that provision shall be deemed severable from this agreement and shall not affect the validity and enforceability of any remaining provisions.

You can't transfer this contract to anyone else without my permission. This contract stays in place and need not be renewed.

This contract is a legal document under exclusive jurisdiction of English courts.

Thank you,

