

TERMS AND CONDITIONS

- Work will be charged at an hourly rate and invoiced at the end of the project or for long term projects, will be invoiced on a weekly basis with a minimum charge of one hour for all jobs, regardless of size. Clients will be charged to the nearest 15 minutes thereafter
- Should a client require 'on-site' support, travel to and from their designated site will be charged at our standard hourly rate
- Payment to be made in \$AUD bank transfer (preferred method) or by cheque. If a cheque is returned by the bank, the client will be liable for any bank charges incurred
- For all new clients, we ask for Cash on Delivery
- Invoices are to be settled within 14 days from the date of the invoice. The Admin Guru reserves the right to charge interest at 5% per month on any amounts outstanding until the account is settled in full
- Invoices will show a break-down of material costs and chargeable expenses including large print jobs, postage, couriers, STD/ISD phone calls, additional stationery items where necessary
- Final proof reading and accuracy is the responsibility of the client
- Whilst every care is made to ensure all documentation is scanned against virus infection, clients are advised to make sure they are fully protected by running their own anti-virus software
- If utilising the 'drop box' service and you choose one of the following options prior to sending your file, you will be invoiced accordingly:
 - Premium delivery \$US8.99
 - Return receipt \$US3.99
 - Password protected secured delivery \$US3.99
 - Certified delivery with tracking \$US3.99
- Privacy Policy: The Admin Guru acknowledges and respects our clients' privacy. Client information will be held in the strictest of confidence and will not be shared with others or used for personal gain. For further information please see our full Privacy Policy (this is shown on our website under 'Quick Links')
- At traditionally busy times such as Christmas, or when a job is especially urgent for whatever reason, we reserve the right to administer a surcharge, up to 15%. We will consider each piece of urgent work on an individual basis and make any surcharge clear to you, before we start work

- We reserve the right to change these Terms and Conditions from time to time as appropriate. We shall always display the latest Terms and Conditions on our website
- The Admin Guru will require each client to sign the Terms and Conditions before work can commence. These will be incorporated as part of the Contract, which will be signed by both parties

Contacting Us

If you have any questions regarding these Terms and Conditions you may contact us by using the information below.

Phone: 0419 172 538

Email: info@adminguru.com.au

Web: www.adminguru.com.au