

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 monthly basis with a minimum charge of one hour for all jobs, regardless of size. Clients will be charged to the nearest 30 minutes thereafter
- For all new clients, we ask for Cash on Delivery
- 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 by 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
- Invoices are to be settled within 7 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/mobile phone calls and additional stationery items where necessary (please refer to our Rate Schedule attached)
- 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
- 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 on our website
- For any work requested out of hours, rates will be charged at double time and a minimum of 1 hour
- 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