## TERMS & CONDITIONS

## COMPANY INFORMATION

**VA BILINGUAL SERVICES**

Address : Rue de Sèvres, Paris 75006, France
Email : ashling@vabilingualservices.com
Telephone : +33 6 81 59 39 12
Website : www.vabilingualservices.com
Registration Number (SIREN) : M75017813813

Professional Indemnity Insurance : 7446792 (La Maif Pro)

## MODIFICATION OF TERMS

VA BILINGUAL SERVICES reserves the right to modify these Terms & Conditions at any time. Except as otherwise stated herein, any change to these terms is effective immediately. Notice can be given through e-mail, a posting on the site or any other means by which a user may obtain notice. User agrees to check the site periodically for changes to these terms. Any use of the site after changes have been made shall be deemed acceptance of those changed terms and/or conditions.

**OUR PROMISE TO YOU**

VA BILINGUAL SERVICES is committed to providing the best possible service to its clients. However, we recognise that sometimes things can go wrong. If you are not entirely satisfied with the service you have received, please call us direct on +33 6 81 59 39 12. Nothing on the website or in our terms of service will affect the legal rights of the consumer under the French Commercial Code.

## CONFIDENTIALITY AND RIGHTS

## VA BILINGUAL SERVICES shall keep any work undertaken confidential and not use it for personal gain or promotion without written consent of the client

## The business affairs of the client shall not be discussed or disclosed to any third parties.

## The client will be the legal owner and will hold intellectual copyright of all work undertaken by VA BILINGUAL SERVICES.

## BILLING & PAYMENT

An initial 30-minute consultation is available free of charge.

Final proofreading and checking of all work supplied is the responsibility of the client, unless specified otherwise.

The client understands that VA BILINGUAL SERVICES’s estimated time and cost for completing the work is an informal calculation and that any adjustments to the amount of work, schedule and/or the number of hours and fees is subject to review and renegotiation with the client when necessary.

Any errors must be reported within five (5) days of receipt of completed work. Errors generated by VA BILINGUAL SERVICES will be rectified free of charge, but amendments or alterations requested by the client thereafter will be charged at the standard hourly rate.

Should ongoing project work be suspended or delayed through any default of the client, VA BILINGUAL SERVICES shall be entitled to immediate payment for work already carried out and expenses incurred.

If the project is based on an hourly rate, the minimum invoice amount will be for one hour and the hourly rate thereafter billed in increments of 15 minutes, with time rounded up or down to the nearest quarter of an hour.

Packages of hours bought, for example 5, 10, 20, 30 hours must be used up within 2 months. No refunds will be made for unused hours.

Clients will be invoiced either after an individual assignment is completed or on an ongoing monthly basis – payment frequency to be agreed between both parties when the task is assigned.

Initial invoices will be issued after a maximum of two (2) weeks, following which all subsequent invoices will be at the frequency agreed.

Invoices are to be settled within fourteen (14) days of issue unless otherwise agreed. The final invoice shall include billable time, reimbursable expenses, and any other fees related to the work.

Billable time includes meetings outside of contracted hours, and includes phone calls, the writing and/or reading of correspondence sent by mail or email. Transportation expenses and transport time to and from meetings.

All postage, printing and other stationery expenses bought on behalf of the client’s business will be added to the invoice for reimbursement.

Payment to be made by bank transfer. Account details will be included on the invoice. Should an invoice become overdue, no further work will be undertaken for the client until such invoice has been paid.

Office hours are between 9h30-13h00 and 14h00-18h30. Any urgent work requested out of office hours for example, on the weekend, bank holidays or in the evening, will be subject to a 25% increase on top of normal working hour rates.

VA BILINGUAL SERVICES reserves the right to charge interest on unpaid invoices and any other sums due and outstanding with a minimum charge of 40€. The client will reimburse VABILINGUASL SERVICES all costs and expenses (including legal costs on an indemnity basis) incurred in the collection of any overdue amount.

By using VA BILINGUAL SERVICES you are bound by these terms.

LEGAL INFORMATION

**WEBSITE**

This website is the intellectual property of VA BILINGUAL SERVICES and no part thereof can be copied or reproduced in any form without prior permission in writing from VA BILINGUAL SERVICES.

Registration Number (SIREN) : M75017813813

Tel: 06 81 59 39 12
Address: Rue de Sèvres, 75006 Paris, France
Exempt from VAT, Article 293B of the French CGI
French industry code: 8219Z

## PERSONAL DATA

The personal data collected via the contact form is only used for internal purposes and are not resold or redistributed in any form.

## SITE DESIGN Conception and Programming: VA BILINGUAL SERVICES

## HOSTING The site is hosted by WIX <https://www.wix.com/>

**COOKIES** We use cookies, just to track visits to our website, we store no personal details

Dated March 2021.