

Terms & Conditions

Fees and Invoicing

1. We will issue you a valid tax invoice for each service. We will notify you as soon as the work is complete and send it to you via electronic mail. You will be required to make full payment of fees before receiving the completed work. Except as specified herein or in the order form, fees are based on the services requested/purchased and not actual usage, and payment obligations are non-cancellable and fees are non-refundable.
2. Payment shall be made in full without set-off, counterclaim or withholding of any kind (save where and to the extent that this cannot by law be excluded) and in the currency mentioned in the invoice.
3. You are responsible for providing complete and accurate billing and contact information to us and for notifying us of any changes in such information.
4. We will re-issue an invoice if any error is later discovered. If you have overpaid as a result of a billing error, your account will be credited with the amount overpaid. We will refund the overpayment promptly after your request and after deduction of any other amounts due by you.
5. Billing Dispute: You may dispute an amount invoiced by us but only if you do so in accordance with this clause.
6. To raise a valid billing dispute, you must make a good faith request to us to investigate the specific charges or invoice, providing at the same time specific evidence/document which demonstrates that a particular charge or invoice is incorrect and these requests should be made within 1 month of the date of the relevant invoice.

Refund/Cancellation Policy

All electronically issued services offer quality assurance. If you are not 100% satisfied with the quality, just write to us, we will take care of it. If the quality delivered falls short of the service promised or the client's expectations, we will re-work the assignment for no additional charge. In case of delay in delivering the assignment within the committed time, we will refund 100% of its fee excluding tax and consumable surcharge. Clients shall agree to resolve any questions, concerns, or disputes regarding the quality of delivered services by submitting a written request by email. This request must specifically outline all questions and concerns about possible editorial errors or omissions so that our experts can clearly address, respond to, and/or correct any areas of concern on the client's behalf as quickly and professionally as possible. Re-work requests are applicable only to the original text and will be carried out according to the assignment's original written instructions. Cancellation requests will be accepted only if order is not processed.

Confidentiality

We shall maintain complete confidentiality of user data, including manuscript uploaded on this platform. All vendors are contractually obliged to maintain strict confidentiality of user data and have agreed not to disclose such confidential information to unauthorized. Access to the user data is restricted and is limited to the person who is assigned to work on the document. We also assure compliance with applicable laws concerning the protection of personal information and promise to handle Customer's personal information with great care. Our clients' information shall be held and maintained in accordance with our "privacy policy".