



Draftproof Editing

Proofreading and Editing Services

Customer Service Terms

This document is designed to clarify what work I am doing for you, how the process works and how payment should be arranged. It also includes some basic protections for both sides.

I will conduct my work in a professional manner according to the standards set out in the [Chartered Institute of Editors and Proofreaders Code of Practice](#). This includes complete confidentiality regarding you and your work. I will not share any details about you or your project without written permission from you.

Before starting work

I will discuss the project with you so that we can agree on the work to be done, the fee, time frame and communication protocols. If appropriate, I will complete a sample edit for you to review and to help me to calculate the time the job will take and my fee. There will be no charge for this sample.

I will provide a proposal document explaining my understanding of your requirements along with an estimate of the time it will take and the overall cost. Once this has been discussed and the terms are agreed, I will issue an invoice. A deposit is required before work commences.

If the document you want me to work on is to be marked or assessed for an academic award (e.g. a dissertation or thesis), I will need written confirmation from your awarding institution that engaging an editor or proofreader is permitted.

Process

I will only work on a completed text. Please ensure that no substantial changes are likely to be made after you pass the document to me.

If the document is provided in Word, I will return a Track Changes copy showing all changes and a Clean Copy with all changes accepted, ready for print. Similarly, if using Google Docs, I will return a corrected document and a comparison document showing the changes. PowerPoint does not allow change tracking or comparison, but any major changes will be outlined in the comments.

If the document is provided in PDF, I will mark up all changes for you or your typesetter to complete on whatever package you are using for typesetting.

Copyediting is the preparation of a completed manuscript for publication, whether in print, eBook or web format. It involves adjustment of the writing at the sentence level for accuracy and flow and checking for consistency in all elements of the document. It may also include ensuring all the content is appropriately styled ready for typesetting.

In addition to the corrected documents, I will return a style sheet outlining all stylistic choices made for the document and a list of queries for your response alongside your review of the document. Following your feedback, I will complete one round of revisions before creating the final document ready for typesetting. Any further revisions will be charged separately.

Proofreading and copyediting DO NOT include fact checking as part of the service, though basic spelling and consistency points will, of course, be checked.

All responsibility for the accuracy of the content and any legal implications it may have lies with the author and publisher, not the copyeditor or proofreader.

While I will do all my work to the highest standards possible, I cannot guarantee that the final files will contain no errors at all.

Agreement

An exchange of emails agreeing the definition of the job, the fee and the time frame will serve as a contract for the work. If a formal contract is preferred, this can be provided.

Payment

Before work commences, I will issue an invoice in a mutually agreed currency including bank transfer payment instructions. Work will not begin until the deposit is received, and any delay in that payment may mean the rescheduling of the completion deadline. Large projects may incur milestone payments at agreed points in the process.

Payment of the deposit will denote an acceptance of the terms laid out in this agreement and in the invoice. Adjustments to any aspect of the job may affect the timing and fee and will lead to a new invoice being issued.

The final files will be accompanied by an invoice reminder, and the full balance must be paid within 28 days of that date.

Interruption

If something occurs that may cause a delay to the completion of the work (e.g. illness, family emergency), I will contact you immediately to notify you and to try to agree an adjusted time frame for the job. If we cannot come to a satisfactory agreement or the work cannot be completed, I will return your files and the deposit.

Communication

My aim at all times is to ensure that what you want to communicate to your readers is what shines through the finished work.

Editing is a collaborative process, and I will aim to respond to all communication from you within two working days. To keep the project on schedule and to help me plan my work, I ask you to respond within agreed time limits or to inform me of when I can expect responses.

I look forward to working with you if you believe I am the right fit for your project.

Robert Holden (self-employed freelancer trading as Draftproof Editing)

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