

Our terms of business (Aug 2017)

Business owner: Clearest.co.uk Ltd, trading as Plain Language Commission ('we').

Main place of business:

The Castle, 29 Stoneheads, Whaley Bridge, High Peak, Derbyshire SK23 7BB, UK.

Fairness

- 1 We aim to treat you fairly in all our dealings with you, and we hope you'll treat us fairly too. If there's any problem, just contact us and we'll do our best to sort it out in a fair and reasonable way.

Contracts

- 2 Most of our editorial and training work is done without a specific written contract, but these terms of business apply. If you prefer to propose your own contractual terms, please do so.

Our intellectual property

- 3 We own the intellectual-property rights to our courses, workbooks, other training materials, our logos and our trade marks. We also own (or license on behalf of others) the rights to tools and resources that we may license you to use.

Deadlines for editorial work

- 4 We'll do our best to meet agreed deadlines and keep you informed if it seems likely we'll have to exceed them.

Buying through our website

- 4 We don't accept card payments. You can pay small invoices (less than £50) through Paypal, who will transmit the entire credit/debit card number to the credit/debit card company during order processing.
- 5 The Consumer Protection (Distance Selling) Regulations give you the right to a refund within seven days of receiving any goods bought through our website. You must return the goods as soon as possible by email.

Payment terms

- 6 We'll invoice you for a course, workshop or similar event on completion unless agreed otherwise. We'll invoice you for editorial work or use of the Clear English Standard accreditation scheme after giving our first round of editing suggestions. In both cases, our payment terms are 28 days. We don't send statements.

Insurances

- 7 We hold the normal insurances required by law, such as employer's liability insurance. We don't hold professional indemnity insurance as we can't foresee any circumstances in which we'd make a successful claim. Please don't engage us to run a course or do editorial work if you require us to hold this kind of insurance.

Status of our editorial work

- 8 Our editorial work on documents and websites is purely advisory. We don't act as fact-checkers or proofreaders unless you specifically contract us to do so. Please satisfy yourself that your publication fulfils its intended legal and other purposes.

Yell's website terms and conditions

- 9 Yell manage our website and require us to link their terms and conditions to it. We've explained to Yell that the language and layout of their terms are not as clear as they might be. We'll be trying to persuade Yell to change them. [ends]