

TERMS & CONDITIONS

Clients must read these terms and conditions before placing an order.

1. USE OF VOICEOVER RECORDINGS

Permission to use the voiceover recording is only granted when full payment has been received. Failure to adhere to these payment terms is a breach of copyright.

Helen Edwards holds the right to use a portion of the recording to include in her demo portfolio. If a Client would prefer that their recording does not feature on the website they are required to let her know.



2. BRIEFS & QUOTATIONS

All briefs/scripts must be clear on tone, rhythm, pauses, and style required and if there are any special requirements these must be indicated clearly. Quotations are based on the original brief/script.

For work carried out after the hours of 6pm and at any time during Saturday and Sunday, Helen Edwards reserves the right to charge an out of hours supplement. Any such charge will be notified to the Client in advance.

3. RE-RECORDING POLICY:

Free re-recordings are supplied within reason – this only applies to orders that take 24 hours or less to record.

Requests to re-record MUST be received within 5 business days of the original order. All sales are final after the 5 day time period has expired. Any alterations to original brief/script charges will apply.

A re-record will be subject to an additional fee at an hourly rate of €50 if:

- The script is re-written or additional text is added.
- The Client decides on a different style or tone of recording than initially requested.

Re-records NOT subject to additional fees are:

- Those required because of a mistake by Helen Edwards e.g. mispronunciation, misreading of the script
- Any at the discretion of Helen

4. DELIVERY OF RECORDINGS

Completed recordings will be emailed to the Client in either MP3 or WAV formats, larger files that are too big for email, will be placed on a FTP website ready to be downloaded.

To ensure payment and prevent unauthorised usage, certain projects will not provide a download link OR will be watermarked until final approval has been granted. When payment has been received the final, clean recording will be made available to the Client.

Helen Edwards is not a telephone engineer and cannot offer guidance or assistance with regards to any telephone system. If required to record directly onto the phone, please provide full instructions and passwords necessary to complete the recording. **An additional fee of £15 / €20 will be required for all recordings made over the phone to cover phone charges.**

At time of dispatch all files are checked and are fit for purpose. Failure of delivery or damage due to postal or Internet service provider is not the responsibility of Helen Edwards. Insurance is recommended. Confirmation that item has been received is also expected. Any loss or damage to recordings/material once delivered to the Client remains the responsibility of the Client and Helen Edwards does not take responsibility or liability for the damage of recordings or services.

Helen Edwards is not responsible should the Client's computer or player not be able to read the CD ROM as only high quality, brand name CD-R CD's are used which are well packaged to prevent breakage during shipment.

Samples of work are available on www.helenedwardsvo.com and if a Client requires similar projects please specify.

5. PAYMENTS

Payment is due within 7 days of the date of invoice.

Due to the nature of voiceovers new clients may be expected to make payment upfront. This is so that the studio and producer of any background music are paid for immediately upon completion of the agreed project. There is no satisfaction guarantee, nor refunds available, but should Clients be dissatisfied with any part of their specified recording they should refer to the Re-Recording Policy stated above.

All payments must be either BACS or PayPal or if agreed otherwise by Helen Edwards.

PayPal charges apply at 3.5%.

Invoice payment delays of 30 days are charged at Bank of England base rate plus 8%, compounded every 30 days.

6. COPYRIGHT

All documents and information contained within Helen Edwards' website are the property of Helen Edwards whether or not a copyright notice appears on the screen displaying this information. Users of the website may save and use information contained therein only for personal use.

Any voiceover/media supplied by Helen Edwards remains copyrighted and may not be edited or used in anyway unless otherwise noted by Helen Edwards and permission given. Contact details are available on www.helenedwardsvo.com.

Helen Edwards uses Royalty free music in her audio recordings. Usage and distribution is limited to the original project brief and media e.g. CD, DVD, Video Game, TV, Radio, Website etc.

7. PRIVACY POLICY

Customer personal information will not be sold or past onto third parties. Helen Edwards uses the information that is provided for such purposes as responding to requests, customising future orders, improving business practice, and communicating with Clients.

If a Client has filled out the online form, their e-mail address and other contact information will be used to fulfill their request only. Clients will only receive the information for which they provided their personal information. Clients have the right to unsubscribe at any time.

The only time customer information may be released is if Helen Edwards is ordered to by a government agency, or expressed permission has been given to do so.

8. GENERAL

Any questions about these terms, conditions, the practices of the website or dealings with Helen Edwards can be directed to her through the usual communication channels. Contact details can be found on www.helenedwardsvo.com.

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