Terms & Conditions

1. Take Note Limited shall be known in these terms and conditions as “the Company” or “Take Note”.

2. “The Client” is any individual or company who uses the service of the Company.

3. Accounting:
3a. An account will be submitted to the Client upon the completion of each job undertaken by the Company. Payment is due within 30 days after receipt of the invoice unless account facilities have been agreed by the Company. Rates quoted are based on prompt payment.
3b. Interest is payable at the rate of (8%) on all overdue accounts from the date of delivery until payment is received. (A deposit may be required of 50% of the estimated cost of the job at the Company’s discretion).

4. Audio Quality:
4a. The Company’s charges are based on good quality audio/digital recordings suitable for transcription but the Client will be notified if the quality of the recording is such that additional charges have to be made for extra time taken if the recording is poor. The Client will be notified and given the opportunity to cancel or continue with the transcription. We accept all audio formats, however the preference is WMA or MP3 as these tend to be the highest quality.

5. Opening hours and out of hours contact:
5a. Take Note office hours are officially 9.00am-5.00pm UK time (GMT/BST). However you can email bookings@takenotetyping.com at any time, 24/7. Should you wish to speak to a member of the team up to date phone numbers for each department can be found on our website.
5b. Take Note operate a 7 day office and our weekend coordinators pick up on Friday 5pm and continue until Sunday 8pm.
5c. Work carried out over the weekend incurs no additional charge unless specified.
5d. Work carried out over Bank and Public holidays incurs no additional charge unless specified.

6. Our guarantee:
6a. Take Note guarantee an accurate transcription delivered within the agreed time frames.
6b. The Client must inform the Company within 7 days of any errors or omissions that have occurred and it is the Company’s responsibility to rectify such errors free of charge. However, the Company will not be responsible where full instructions have not been provided or where the audio is distorted.

7. Turnaround times:
7. Turnaround times commence when the audio is received by Take Note. If the audio needs to be converted into a different format to allow transcription, turnaround commences after conversion. The Client will be kept informed of progress throughout. Audio for overnight transcription must be received by 5pm to be delivered by 9am the following morning. Later delivery can be negotiated.

Audio for same day transcription must be received by 10am for delivery by 5pm. Again, later delivery can be negotiated.

8. Client materials:

8a. The Company will not be responsible for any loss or damage to audio or digital recordings which may occur in shipping or transmission electronically.

8b. You agree to keep a backup copy of all materials sent to Take Note and to rewind any cassettes or VHS's to the start of the recording. We recommend you send any material via courier or special delivery and take no responsibility for any loss of damage through the postal system. You agree to inform Take Note when a delivery has been sent so that we can ensure someone is in the office to sign and receive.

8c. The Company has full scanning facilities for viruses and all documents are scanned. The Company will not open unsolicited attachments and emails which are not self-explanatory. It is the Client's responsibility to scan emails and attachments received from the Company and the Company will not accept any liability or
responsibility for these.

9. Cancellation:

9a. In the event of any booking being cancelled without 24 hours prior notice, the Company reserves the right to charge a cancellation fee of 50% of the chargeable fee.

9b. Take Note reserves the right to defer or to cancel the contract without liability to the client if it is prevented from carrying out its business due to circumstances outside of its reasonable control.

10. Intellectual Property Rights/Material Rights

10a. Where you provide material to Take Note you must ensure you are entitled to do so, and you will fully indemnify us if our use of that material results in a third party claim against us.

11. Confidentiality:

11a. Take Note undertake to keep all information supplied by you confidential and will not disclose any information to third parties without your consent.

11b. All employees including all typists and proofreaders are required to sign a confidentiality agreement with us. If you would like us to sign a copy of your own we are more than happy to do so upon receipt.

10c. Once services are completed, Take Note will keep document copies for 30 days and these can be requested at any time. All hard and soft copies will then be deleted. If you would like for all material to be deleted immediately on completion, please specify when booking. All audio material is deleted or returned on completion.