

SCHEDULE OF FEES

As at January 2018

After consultation with the client, **Assistance Plus** will scope the client's requirements and provide a free quote detailing the estimated time of completion and costs associated with the project. Quotes are dependant on the complexity of the project, format of the material submitted and client's requirements.

All fees are exclusive of GST.

Service	Rate
Word Processing	\$60.00 per hour
Powerpoint Presentations	\$60.00 per hour
Desktop Publishing	\$60.00 per hour
Tender Coordination	\$60.00 per hour
Training	\$60.00 per hour
Data Solutions	\$60.00 per hour

Urgent Requests

For extremely urgent requirements, discuss with **Assistance Plus** at the time of booking to enable us to meet desired outcome. A surcharge of 20% may apply.

Additional Expenses

Any incidental costs incurred such as non standard letter postage, certain telecommunication charges, couriers and special supplies will be added to the final invoice.

Travelling time may be charged for onsite visits.

Delivery

Completed work is generally delivered via email, however alternative means can be met subject to discussion at the time of booking.

No charge if job is returned via email or normal post.

File Submission

Electronic documents can be received via email. USB or CD can be arranged for pickup.

Handwritten documents can be scanned or posted.

Completed documents will be emailed back to you, ready for printing, saving or editing and updating by yourself if required.

Hard copies can be posted, couriered, picked up or delivered (additional costs apply).

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Disclaimer

While every effort is made to ensure accuracy before delivery, final proof-reading and checking remains the responsibility of the client. Any errors detected within the scope of the project will be corrected by **Assistance Plus**.

Assistance Plus is not responsible for any errors or omissions found thereafter.

However, if any additional amendments or requirements are required, these will be charged for.

Privacy and Confidentiality Statement

All discussions, consultations, paperwork and negotiations are kept in the strictest confidence.

Please be assured that any business or personal information provided will not be disclosed to any third party for any reason.

If you have any questions regarding this Privacy and Confidentiality Statement please contact **Assistance Plus**.

Terms and Conditions

1. A free quote is provided based on the information supplied by the client following the initial consultation.
2. A signed agreement outlining the services and estimated cost will be required for all Requests for Service. A copy will be emailed to the client. Once signed and emailed back to **Assistance Plus** work will commence.
3. Incidental expenses are additional and will be itemised on the final invoice. Additional expenses could include non standard letter postage, courier services, STD/ISD phone calls, special stationery etc.
4. No charge for e-mail delivery.
5. No charge for standard letter delivery within Australia.
6. Completed services will be delivered by email or alternative method as agreed with the client.
7. Free pick up and delivery within a 10km radius. Additional travel will be charged at \$0.55 cents per kilometre.
8. Travelling time may be charged for onsite visits as agreed with the client.
9. A minimum of 1 hour will be charged to the client for any work done.
10. All fees are exclusive of GST.
11. Invoices are provided with all completed work.
12. Payment is by direct deposit or cheque to **Assistance Plus**.
13. Payment terms are strictly 10 days from date of invoice.
14. All dishonoured payments will incur a charge of \$35.00 or as charged by the banking institute.
15. **Assistance Plus** reserves the right to change its Terms and Conditions at any time.