



## Terms of Business

The following Terms of Business form a legal and binding contract between North East HR Ltd. (company registration number **15502402**), with registered address at 9 Chapel Grange, Newcastle upon Tyne NE5 5NF and the person, business, or other organisation.

## Overview

Approval for work to commence (either written or verbal) shall be deemed as a contractual agreement between the Client (hereafter referred to as 'you,' or 'yours') and North East HR Ltd (hereafter referred to as 'we,' 'our' or 'us'). This also indicates that you accept the Terms of Business below.

## Statement of Professional Standards

North East HR Ltd. will conduct its business in accordance with the professional standards laid down by the Code of Professional Conduct of the Chartered Institute of Personnel and Development (CIPD).

## Proposals/Quotes

The price quoted to you is for the work specifically listed on the proposal. It is your responsibility to ensure everything required at the time of the quotation is listed. Any additional services will incur an additional charge.

Unless otherwise agreed, the price listed on the proposal is valid for 3 months from the date of issue. We reserve the right to withdraw any exclusive offers, discounts, or other concessions without notice. Payment is an advance fee of 50% of the total cost of the piece of work and is required before any work can start, with the remaining 50% payable once delivery is completed within 30 days. You should only pay this advance fee if you agree to our Terms of Business. Payment of the advance fee will be taken as agreement. Contracts that extend across several months allow for stage payments. These are negotiated in advance as part of the discussion prior to agreement to the Contract. The costs will be outlined in the proposal. Once work has commenced, advances are non-refundable. We reserve the right not to commence the work until contractual payment (for example advances or stage payment) has been received. Any additional services must be paid for in full before any additional work is started. You will be invoiced North East HR Ltd. We reserve the right to stop working on your project or piece of work without notice if payments are not made within 30 days of receipt of our invoice.

## Cancellation

Should you wish to cancel at any point after work has begun, you will still be liable for our time spent and will be invoiced accordingly. Advance payments that have been made are non-refundable.

## Process

You will be given opportunity to offer your feedback and make changes to the work, this will happen on an ongoing basis.

### Delivery of services

We will endeavour to deliver all services in line with our proposed agreement, however in the event of accident, sickness, or other any other unforeseeable events/circumstances we will not be held liable.

### Copyright

In instances where you provide images, text, amination, or any other content to be used within a project, you are legally responsible for ensuring that this material does not infringe any copyright.

### Intellectual Property

We will retain all rights to the intellectual property to all materials in connection to your project or piece of work, unless otherwise agreed in writing, prior to commencing work. We reserve the right to use any content, materials and resources used in connection with your project elsewhere although we will never disclose/use any of your bespoke and commercially sensitive elements. You agree that you will not share any of our content, materials, and resources outside of your organisation, nor will you use/disclose it for any purpose other than what is agreed in the project proposal.

### Third Parties

We are in no way responsible for the performance or failure of any third-party product or service we use in connection with the project or piece of work. We will endeavour our best to work through and resolve any problems quickly, but we reserve the right to charge for this additional work.

### Confidentiality

To ensure confidentiality and that projects or pieces of work run smoothly, we will only liaise with third parties when approved by you and when we both agree this is the best course of action. We request that any of our commercially sensitive information in which you become familiar with during our time working together is kept completely confidential.

### Compliance

All our work is delivered in accordance with your specifications. It is your responsibility to ensure that this complies with current legislation, regulations, and guidelines. We cannot accept responsibility for any failure to comply with laws, regulations, and guidelines. We may be able to research this on your behalf, upon request, however we always recommend that you take legal advice from a qualified solicitor and accept no liability for your failure to do so.

### Communications

All feedback must be submitted or confirmed in writing to ensure nothing is misunderstood when undertaking tasks/project work. Changes to Terms North East HR Ltd. reserves the right to amend these Terms of Business without notice. No amendment to these Terms of Business may be made unless expressly accepted by us in writing.

Date: 04/11/24