



SUBLIME VIRTUAL ADMIN

Free yourself from the computer

- TERMS & CONDITIONS -

Privacy

You can be rest assured that we treat your business and personal information with the up-most care when it comes to privacy and confidentiality.

Information which is collected is only used to understand your business and complete the tasks as assigned by you. We will not sell, trade or otherwise share your personal or business information with any other parties. In certain circumstances this may be required to work with trusted third parties or as required by law, however, this will not be done so without the prior disclosure and approval from you.

Any works copyrighted, ideas, discoveries, inventions, patents, products, or other information developed in whole or in part by Sublime Virtual Admin is the exclusive property of the Client, unless written request has been approved.

All information is handled in accordance to the *Australian Privacy Policy* (as derived from the [Privacy Act 1988](#))

We pride ourselves on the integrity and professionalism of our work and with providing you a high quality service.

Pricing & Payment

- A set price applies for a website, which is determined depending on the length of time, additions, detail, information and level of design. Themes for the website design are charged on top of the website fee.
- All prices are confirmed with the client before work begins.
- A 50% deposit is charged to begin work. The final 50% will be invoiced once the website is completed or 14 days after the final draft is sent if no edits received.
- 2 sets of variations/edits/revisions to the site are included, once the final draft is sent to the client. If no edits are received within 14 days, the final invoice will be issued and any edits requested after 14 days, will be charged at an hourly rate.
- Sublime Virtual Admin reserves the right to amend and provide an updated client agreement and quote where the clients requirements have change or the service provided is impacted in any way.



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- Payment is due 7 days from the invoice date.
- The preferred method of payment is via bank deposit. Other methods (ie cash, cheque, PayPal) may be discussed and agreed upon within the client agreement.
- It is understood that Sublime Virtual Admin is an independent contractor and not an employee. Therefore, Sublime Virtual Admin is not compensated with fringe benefits, superannuation, paid vacation, or any other employee benefits.
- If either Sublime Virtual Admin or the Client needs to terminate the 'Client Agreement', this must be done so in writing. All work which has been completed up until written notification is given, is to be handed over to the Client, with the Client to be invoiced for the completed work, with payment due within 7 days.

Liability

Sublime Virtual Admin is not be liable for loss, damage or delay of Client's project due to circumstances beyond control. Such circumstances may include (but are not limited to) acts of God, public unrest, power outages, and inability to contact the Client. In the event of such loss, damage or delay, Sublime Virtual Admin will make every effort to notify Client immediately.

Code of Ethics

- As a Virtual Assistant, I will maintain the highest ethics and honesty in all dealings with clients, colleagues and the general public.
- I will seek to deal with colleagues, suppliers and employees in a fair and equitable manner, and maintain the highest standards of personal conduct to bring credit to the Virtual Assistant profession.
- As a highly ethical Virtual Assistant, I will only take on projects that are within my abilities.
- Client information will be held in the strictest of confidence and will not be shared with others or used for personal gain.
- I highly value each client relationship and will not place one client above another.
- I will make a commitment to possess and increase the required knowledge, skills and training to be proficient and relevant in the provision of services.
- I will be honest about my intentions and never misrepresent my skills, peers, or my profession as a whole, whether to networks or to prospects, clients, and the community at large (virtual or otherwise).
- I will not knowingly be a part of any illegal or unethical activity.

*Source: VAnetworking.com VA Code of Ethics

The Market Leader for Virtual Assistants