

Terms and Conditions

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Terms of business:

- All work carried out by TWH will be carried out to the best of ability and a high professional standard. Some of the services offered will sometimes be carried out by third party freelancers. Though this same high standard will endeavour to be matched when produced by a third party, TWH cannot be held responsible for the quality of a freelancer's work; however, TWH will aim to resolve dissatisfactory matters if and when they occur, and in some cases, offer a refund of the author's fee, if appropriate.
- A non-disclosure agreement will only be forwarded to the author before work commences if one is requested. One can also be sent to third parties involved with the production of an author's title if requested also. If a non-disclosure agreement is not requested, though TWH commits to complete confidentiality, TWH cannot be held responsible for third party conduct.

- Invoices are sent up-front for most packages and services, and payment is required within 14 days. If, after work has been completed, 30 days passes and the amount due has not been paid, TWH reserves the right to forward unpaid invoices to a collection company.
- Work carried out by TWH and its partners will endeavour to be timely; however, at times, unforeseen circumstances may cause proposed timelines to be extended. TWH will notify the author as soon as is practicable, should this be the case.
- TWH cannot be held responsible for the storage of pictures and/or content supplied by the author; please ensure back-up copies are made before attaching/forwarding files to TWH.
- Print quotations are based on the known specifications at the time of application. After typesetting and other alterations, these specifications may differ slightly from the original quote, which will subsequently affect the original price given to the author. TWH cannot be held responsible for this, nor the quality of works by the relevant printer.
- The author is responsible for their book's content under the terms of their copyright. TWH is not responsible for any defamatory, offensive, inaccurate, etc. content on this basis.
- The author will be asked to check and sign-off any proofs of their manuscript and/or cover before going to print. Errors noticed after printing will therefore be the author's responsibility.
- TWH reserve the right to add to these terms and conditions at any time.