**Editing Services Company Policy**

We pride ourselves on providing high-quality, affordable services to our clients. In order to be as transparent as possible, we have outlined our policy and procedures in this document, all for your convenience!

The policy outlined in this document is applicable to the following services: editing services. For our Online Tutoring Company Policy, please see the appropriate document, located on our website.

Hours of Operation and Communication Policy:

Knowledge Bump’s hours of operation are from Monday-Friday, 9am-5pm. Our Communication Policy states that we will respond to emails and voicemails within one business day. We ask that clients try to respond to voicemails or emails sent to them within two business days.

We are also available by text message! Please note that text communications are subjected to the same hours of operation and communication policy as our email and phone policy.

**How it works:**

Knowledge Bump’s editing service is here to help your ideas and written work present itself in the right light. In other words, we are not a ghost-writing service. Rather, we help strengthen YOUR ideas. An example of a common use of Knowledge Bump’s Editing Service would be for academics whose second language is English and desired a second set of eyes on their work to ensure it is presented the way they intended.

The list below outlines how this service works, step-by-step:

* We offer free consultations for all new clients. After you send us an email inquiring about our services, we will either continue communicating over email, phone, or text, or set up a video conference to discuss your editing needs.
* We will then talk about the turnaround time and provide an estimate for our service.
* Once you have agreed to commence with our editing service, you will be sent a service agreement, along with an invoice for a deposit equivalent to 50% of the estimate. The service agreement must be signed and the deposit paid before the work begins. This deposit will be applied to your final invoice.
* Once the deposit has been paid and the money deposited, the editor will begin editing your document, logging the hours worked and providing details on what was accomplished during that time.
* Once the work is 50% completed, the editor will send you the document for your approval. We do a half-way check-in to ensure you are happy with the editing thus far. If you approve of the work, we will continue editing, or, if you’d prefer some changes, we will implement them at that point in time.
* When the editing work has been completed, we will send it to you again for your approval, along with the final invoice. Any further edits requested will be billed accordingly.

**Signing Up:**

At Knowledge Bump, we want to give our clients the ability to see if our services are the right fit for them without having to spend a lot of money up-front. In fact, we are so confident in our quality of service, that we **don’t** lock clients into lengthy contracts. Instead, we simply ask that clients commit to at least 50% of the required work. If you find that you’re not satisfied with the first half of the work, you can absolutely cancel our services and your deposit will be accepted as payment for the first 50% of the job.

At Knowledge Bump, we believe that no job is too small! Most editing jobs, even for smaller documents, require multiple hours of labour. **Therefore, our minimum charge is 2 hours of work.** With that said, if you have multiple small documents that you'd like us to look at, and we believe we can edit those documents within that 2-hour window, we will be happy to do so at no extra charge.

**Billing:**

We want to make billing as easy and stress-free as possible. To achieve this, we have set-up the following payment schedule:

* Clients are billed twice: once with a 50% deposit based on the initial estimate will be sent and must be paid before the work commences, and then a second invoice will be sent at the end, when edits have been completed. If you request further edits after the initial agreed-upon work has been completed, then a third invoice for said edits will be sent.
	+ Example: If the estimate is for a total of $100, a deposit of $50 will be due before the work begins. This $50 will be applied to the final invoice, meaning you would only be required to pay an additional $50.
* Clients then have 7 days to pay the invoice.
* Clients can pay online by credit card, by e-transfer, or by mailed cheque.
	+ All e-transfers should be sent to payments@knowledgebump.ca
	+ All credit card payments can be made online by clicking the link on your electronic invoice.
	+ All cheques can be mailed to PO Box 28062 RPO Parkdale Waterloo Region, Waterloo, ON N2L 6J8. Please note that if you choose to pay by mailed cheque, the start of the work will be subjected to any delays caused by the postal service or the bank. Additionally, please let the office know by email that you will be mailing the cheque.

**Please note that most editing jobs, even for smaller documents, require multiple hours of work. our minimum charge is for 2 hours of labour.**

If you are having trouble with an invoice, contact payments@knowledgebump.ca for assistance.

**Cancellations**:

***Client Cancelling the Service*:**

At Knowledge Bump, we believe in giving our clients the freedom to choose how they meet their editing needs. This means that we **don’t** lock clients into lengthy contracts that are difficult to get out of. Instead, we simply require 48 hours notice to cancel the service entirely: just enough time to wrap up any work we were in the middle of. Please note that you will still be responsible for any outstanding invoices for hours not yet billed or paid for.

Though it’s not required, we do ask that you send us feedback! We value what our customers have to say and want to know how we can improve our services. If you would like to provide us with feedback upon cancelling our services, please fill out the feedback form, which will be attached to the “confirmation of cancellation” email.

***Other Terminations****:*

Please note that, in the rare event Knowledge Bump needs to cancel the service, we will provide you with 7 days notice of cancellation, as well as a detailed report of: what has been worked on, what is left to be completed, and suggestions for finishing the work. The client will therefore be responsible for any outstanding invoices.

**Refunds**

Knowledge Bump wants to make billing and payments as easy as possible, and the commencement of the work as smooth as possible. Therefore, due to the nature of the work, all deposits will be considered non-refundable once the work has begun. If the work has yet to begun and you wish to cancel our services, please contact us to request a refund. For all other invoices, please note that we have a strict No Refund policy. Refund requests for any reason after the work has begun will not be honoured.

**Progress Updates:**

Knowledge Bump ensures that clients are kept in the loop as documents are being edited. Therefore, we establish the following check-in points to keep you involved in the process:

* At the start of the job – we let you know what we plan to do and how we will go about doing it.
* At the half-way mark – we will send you a current draft with 50% of the edits completed so that you can see what we’ve been doing and let us know if you approve of our work thus far, or if you’d like us to implement something different.
* At the 75% mark (for jobs that exceed 5 hours of labour, unless otherwise requested) – when the work is almost done, we will send you what we have so that you can give it a quick once-over and approve of the work. Note: we do not do 75% check-ins for jobs under 3 hours of labour, even if requested.

These check-in points are here to help you ensure that you can get everything you need from us.

**Obligations of the Editor:**

Below outlines the obligations and expectations that each tutor must adhere to:

* To provide high-quality edits in a timely manner.
* To communicate with the client in a timely manner (within 1 business day).
* To provide progress updates when necessary and make any necessary changes at the client’s request.
* To treat the client with the utmost respect.

**Obligations of the client:**

Below outlines the obligations each student that uses our services must abide by:

* To provide as much detail as possible regarding their needs for the edits
* To communicate with the editor and respond to the check-ins in a timely manner (within 2 business days)
* To pay the deposit and all other invoices
* To treat the editor with the utmost respect

**Warranties/Guarantees:**

While Knowledge Bump guarantees the quality of our editing service, we do not guarantee that our service will cause the work to win any awards, bursaries, grants, scholarships, or any other competition of a similar nature. We are not a ghost-writing service. Rather, we help strengthen YOUR ideas, and therefore we do not take any responsibility for the merit of the work as a whole.