

DAATS PTY LTD TERMS & CONDITIONS

General

1. DAATS Pty Ltd provides transcription typing for individual, businesses and institutions.
2. By engaging DAATS Pty Ltd in the provision of such services, the client acknowledges they have accepted the terms and conditions set out herewith.
3. The services are carried out by either a DAATS employee or an authorised DAATS subcontractor.

Rates

1. Rates are provided by DAATS upon the request of the client.
2. Rates are based on a per audio minute basis and dependent on audio quality and number of participants.
3. Audio minutes refer to the total minutes of the audio file.

Invoicing

1. Invoices are issued at the end of the project or for longer projects on a weekly basis.
2. DAATS also reserves the right to require payment of outstanding invoices prior to continuing services.

Payment

1. Invoices for Australian residents incur 10% GST.
2. Payment terms are 14 days from date of invoice
3. Clients will be responsible for any fees incurred for the refusal of cheques, or a refusal of a credit card payment.
4. Prepaid transcription funds remain in credit until the funds have been exhausted, or for a maximum of two years from the date of payment.

File Retention

1. All **audio files** remain on the server for 30 days prior to deletion unless the client requests a different time.
2. All **completed transcripts** remain on the server for 30 days prior to deletion unless the client requests a different timeframe.

Turnaround

1. Turnaround times are agreed to by the client and DAATS aim to meet all reasonable requests for specific turnaround time.

Confidentiality

1. Please refer to our confidentiality agreement.