

EXPERT ENGLISH EDITORS CC

DISCLOSURE AND TERMS AND CONDITIONS 2020

Our company is an independent English Editing close corporation (CK2007/147556/23), based in South Africa, established to provide skilled English Editing Services, related advice and services to clients.

Jointly, the team, boasts more than 40 years of editing experience.

The company has extensive editing experience in a multitude of fields globally, including but not limited to, Angola, Canada, China, Dubai, Ethiopia, Germany, Holland, Lesotho, Saudi Arabia, Singapore, South Africa, South Korea, Swaziland, the United Kingdom, Zambia and Zimbabwe. This global experience enables us to offer a broad range of solutions to our clients best suited for their individual needs.

Expert English Editors prides itself on offering independent and reliable assistance to every client, as well as providing a dedicated service. No outside firm, government or government agency has any shareholding or control over the business.

OUR MAIN CONTACT DETAILS

Tel: +27 (0) 82 862 3085 / (0) 73 204 5392

Website: www.expertenglisheditors.co.za

Email: editsa@gmail.com

WHAT WE DO

We edit with an eye to the majority of language and stylistic problems, especially significant ones. In other words, a number of issues may still remain unresolved; some may be a matter of personal preference. Our fees are in line with the SAFREA (South African Freelancers' Association) definitions and pricing guidelines.

TERMS AND CONDITIONS

- The process of quoting often begins informally, with a phone call or email query.
- Once you have requested and received a formal quote on our letterhead, please email / contact us to inform us that you accept our fees.
- We generally quote in ZA cents per word (a straightforward unit of measure), subject to seeing the actual document. There is an annual increase towards the end of each year. Graphics etcetera are not included in the wordcount and hence not charged for. Wording of footnotes, tables and text boxes is counted, however.
- The final invoice may vary from the quotation, depending on length of document(s) and/or additional editing services.
- Major formatting of heading levels, ToCs and the like is **not** included in this price. If such formatting is needed, we outsource the document to an MS Word expert. She and the client negotiate the fee and consult directly with each other.
- We run the most efficient possible business and are a registered CC.

- Therefore, in line with standard good commercial practice, our terms and conditions are a **60 percent deposit, with the balance payable immediately on delivery. We may elect to return the document with a password, the password will not be released until all payments have been made.** This deposit *may* be waived if payment is guaranteed by a funder such as a university, or if there has been a long-standing relationship with a client.

WHY WE CHARGE AS WE DO

The service we provide is value for money: it is thorough and meticulous. Editing is highly specialised and labour-intensive. Please note our TAT below.

HOW WE WORK

- We aim at the very best, friendliest, personal service.
- This includes reasonable pricing, in terms of the language profession's guidelines; the best possible quality, thoroughness and consistency.
- We do our best to meet deadlines, but cannot always guarantee this in busy periods.
- PhD-level editing.
- One editor or two co-editors usually work on a document and it is read at least twice.
- We use Track Changes on MSWord 1997-2003, 2007 (Vista), 2010 (Word 7), 2013 (Word 8) or 2016 (Word 10) to make all changes visible.
- To use Track Changes: accept or reject each change individually by hovering on the change (in the text or in the marginal balloon), right-clicking on it and using the submenu which should open. It is possible to accept all changes immediately, but we strongly advise against this as many may need further action.
- We regret that we cannot edit documents in PDF or LaTeX, unless SPECIFICALLY arranged with our office.
- We are able to receive and return very large files using reliable websites.
- TAT (Turn-around Time): To give an idea of typical turn-around time, 40 000 words (about 100 pages) would take us at least seven days to carry out a thorough electronic edit. For example, an article will usually take four to five days, with a maximum of two weeks. A PhD will take four weeks or so. Your accepting or rejecting the suggested changes and answering any queries we raise will take you another day or so. **In peak periods (January to April, September to December) these time frames will be much longer –accordingly, please contact us as early as possible. We recommend you make a booking and advise us of delays in advance. Please note that we will not stop editing a document we are already working on if late work from another client arrives.**

GUIDELINES FOR OUR ACADEMIC CLIENTS

- We are closed annually from 16 December to 6 January, though we might continue working on documents that have already arrived.
- Office hours are 08:00 to 17:00 SAST / CAT (UTC +2).
- With respect to grammar, layout, punctuation, spelling, style, syntax and usage we focus on the 5 C's: Clarity, Concord, Congruence, Consistency and Correctness.
- Logic (including repetition and adequate links) and minor formatting (e.g., fonts, paragraphing, margins) are checked and suggestions made if needed.
- We make use of a reliable and experienced formatter should you need major formatting (e.g., heading numbering, heading styles, ToCs). Do note that proper formatting takes time, generally a couple of days, and please allow suitable time for this. It is charged separately by the formatter.

- We do not undertake major formatting (e.g., heading styles, ToCs), carry out research or rewrite, though we will make suggestions.
- We do not act as supervisors.
- We only accept work that has already been approved by a supervisor. Although the detection of plagiarism is the responsibility of the client and their supervisor, where we do come across it we reserve the right to notify client and supervisor, and if necessary, return the document. We shall cease editing and only resume the work if the issue has been addressed by these parties. No monies will be returned.
- If required, we ensure that items in bibliographies are consistent and in line with APA, Chicago, Harvard, or MLA style, provided the client and supervisor have attempted to adhere to these conventions. We do not edit a reference list that is not properly organised.
- We may offer the value-added service of cross-checking that in-text references and items in the reference list correspond exactly. Here, we charge per item. However, we prefer that you undertake this yourself, using free software such as *Reciteworks*. This is recommended by Professional Editors' Guild members, though we cannot vouch for the results as they are dependent on the client's computer's operating system, internet connectivity and word processing software. Other frequently-used referencing software includes *RefWorks* and *EndNote*.
- Please be aware that the editing process often raises additional queries such as clarity, referencing information (e.g., place, publisher, date) et cetera, which will need to be solved by the client. These are usually indicated in comments balloons.
- We warrant that work undertaken will be to the highest possible standard, in line with the guidelines of the South African Translators' Institute and the Professional Editors' Guild, provided that we are given adequate time to edit the document properly.

GUIDELINES FOR OUR OTHER CLIENTS

- The above principles apply with suitable amendments to commercial and government work as well.

PAYMENTS

- Payment may be made by direct bank deposit or internet transfer. We prefer the latter. **Cash deposits, cheque deposits and payments from non-South African banks cost extra and will be charged for.**
- Clients elsewhere than South Africa may use the SWIFT code for payment purposes.
- **Urgent work will attract a surcharge.**
- By using our services you agree that overdue payments will be subject to legal action in the appropriate Pretoria (City of Tshwane) court and that you will pay costs on an attorney-and-client scale.
- We reserve the right to deliver all or part of an edited document protected by a password which will be provided, or by any alternative method, after full payment is made.

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QUALIFICATIONS, ASSOCIATIONS AND EXPERIENCE

Personnel for Expert English Editors CC are:

<p>Frances Levey – Senior Editor</p> <ul style="list-style-type: none"> • Associate Member of Professional Editors Guild • 10 years supervised editing experience • SACE registered Reg. Number 12247570 	<p>Jonathan Levey</p> <ul style="list-style-type: none"> • Member and Manager • Dip Business Management & Entrep.(Cum Laude)
<p>Other editors</p> <p>Our team consists of experienced and highly qualified editors. Their work is discussed with, and where necessary supervised by, the Senior Editor</p>	

COMPLAINTS PROCEDURE

Complaints to be lodged in writing to the following persons:

<ul style="list-style-type: none"> - Frances Levey - Email: editsa@gmail.com 	<ul style="list-style-type: none"> - Jonathan Levey - Email: jonathan@kpcfin.co.za - Cell: 073 204 5392
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PARTICULARS OF PROFESSIONAL ASSOCIATIONS

<p><u>PEG (Professional Editors' Guild)</u></p> <p>www.editors.org.za</p>	<p><u>SACE</u></p> <p>www.sace.org.za</p>
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Thank you for taking the time to read through these documents.

Please feel free to contact us should there be anything further we can assist with.