

Rates and Policies

Job Type	Turnaround	Rate per Page	Highly Technical or Unpolished
Standard	72 hours	\$0.40	\$0.50 / page
Rush	48 hours	\$0.60	\$0.70 / page
Expedited	24 hours	\$0.80	\$0.90 / page

Proofreading service includes:

Line-by-line review of transcript for errors in punctuation, spelling, and grammar; review for accuracy and consistency all dates, names, addresses, page numbers, and exhibit numbers used throughout the transcript; review of subject-specific terminology used within the transcript; and any additional research necessary to determine accuracy and correct use of language and content.

Transcripts should be scoped and as close to turn-in ready as possible when submitted for proofing. Transcripts should also be spell-checked prior to being submitted for proofing.

Rates:

Rates apply to pages with 25 lines of text or fewer. For pages consisting of more than 25 lines of text, add \$0.05 per page.

Pages left blank or comprising concluding testimony of fewer than 10 lines of text will not be included in the service charge.

Communication:

I usually reply to email within 15 minutes. If I do not respond within an hour or you feel it's urgent that you reach me, you may text or call me at 772-584-1405 between 8:00 a.m. and midnight.

Turnaround:

Turnaround rate will be determined using the date and time the file is received and confirmed by email.

Jobs received after 10:00 p.m. (EST/EDT) will be clocked in as received at 8:00 a.m. the next day as the basis for turnaround rates.

Availability:

You will be advised immediately of any possible delay or scheduling conflict in completing your job within the agreed upon time frame. If I'm unable to meet your deadline, I will assist you in finding a suitable backup proofreader if requested. Your transcript will never be outsourced to another proofreader without your knowledge and written consent.

Renee Anderssen Proofreading, LLC

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Large Jobs:

Transcripts exceeding 150 pages may require an extended turnaround time. Please confirm availability as soon as possible. No additional charges apply unless Rush or Expedited turnaround is requested.

For transcripts exceeding 150 pages, and specifically if you require Rush or Expedited turnaround, I would request that you submit the transcript to be proofed in sections of 50 pages at a time as you're working on the transcript. This will help ensure timely turnaround.

Discounts and Referrals:

No-Risk Trial

I will proof a small sample (10-15 pages) from one of your transcripts at no charge to show you my work.

New Client Discount

New clients receive their first job at a special rate of \$0.35 per page. No limit on number of pages. (Standard turnaround only)

Referrals from Existing Clients

Existing clients will receive a 10% discount on their next job for referrals of new clients. (Discount applies after payment is received from referred client's first job.) There is no limit to how many people you can refer.

Acknowledgment of Rates & Policies:

All clients must acknowledge they have read and agree to my Rates & Policies as outlined above by completing the New Client Intake Form. The form will be provided to you, or you may download the New Client Intake Form directly from my website.

Additional Charges:

Transcripts with excessive errors (3+ errors on more than 70% of pages) may incur an additional charge of \$0.10 per page to cover the additional time required.

Transcripts with highly technical subject matter may incur an additional charge of \$0.10 per page to cover the additional research required.

Billing and Payments:

Invoices are sent out on the 1st and 15th of every month. Payment is due within 15 calendar days unless other arrangements have been made prior to the transcript being proofed.

New or one-time clients are billed upon completion of the job, and payment is due within 7 days.

Payment not received by the due date is subject to a late fee of 10% per month.

New jobs will not be accepted from clients until all past-due invoices are paid in full.

Payment can be made via PayPal or directly from your invoice using your debit/credit card. At this time, I do not accept payment by check.