



# Think Ink Editorial, LLC. Services Terms and Conditions

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# PURPOSE

This document was created to establish the terms and conditions for the various services and products offered by Think Ink Editorial, LLC.

# OVERVIEW

This document delineates the policies under which editors, who provide services in the name of Think Ink Editorial LLC, and clients must abide. It establishes the roles of both clients and editors, what is expected by each, and defines the terms for all of the service offerings/products offered by Think Ink Editorial LLC.

# SCOPE

This document applies to the agreement between clients and editors. It describes the services offered by the editors and the roles and responsibilities for completing client-requested projects by both the editor and the client. It also outlines the requirements for security, access, compliance, terms of use, and financial commitment expected from the client. This agreement is to ensure that client needs are met to the fullest, and editors are able to provide the requested services in a timely and satisfactory way.

## Validity and Termination

This policy is effective upon the accepting of a quote sent by an editor to a client. Once the client accepts the quote, it will remain valid unless otherwise stated. This agreement can be determined by either the client or editor as detailed in the [Service Commitment](#) and [Cancellations](#) sections.

## Compliance

Compliance to this agreement will be adhered to by both client and editor. There are no exceptions to this policy unless expressly agreed upon by the client and editor. Deviations or non-compliance to this agreement may result in termination of service.

If the client is found in violation of any of the policies/terms as mentioned in whole within this policy, the editors and Think Ink Editorial LLC reserve the right to terminate the agreement/service with no refund.

If the editors or Think Ink Editorial LLC are found in violation of any of the policies/terms as mentioned in whole within this policy, the client reserves the right to immediately terminate the agreement/service with a full refund.

## PRIVACY

Think Ink Editorial LLC respects the privacy of both the client and the editor. The following practices are to be followed to ensure this privacy:

### Client Privacy

Personal information is collected from the client in order to record project details and billing information. Clients' personal information is **never** to be shared with anyone outside of Think Ink Editorial, LLC.

A client's manuscript is their own written word and is considered private personal information for the client. While the manuscript is likely not published and copyrighted at the time our services are engaged, it will be treated as such and is not to be shared with anyone outside of Think Ink Editorial, LLC. All manuscripts are the client's personal property and editors caught using a client's manuscript and claiming/publishing it for their own will be subject to legal action. The completed (edited) version of the manuscript of clients who engage in editing services will be kept in our records **only** for record-keeping purposes.

Clients can opt to have their edited manuscripts stricken from the records at any time after the completion of their projects but must alert Think Ink Editorial, LLC of this decision. Reports given to the client in regard to their projects will also be kept in the records of Think Ink Editorial, LLC. These reports will only be accessible by Think Ink Editorial, LLC editors, and are not to be shared with anyone outside of the client or the editor.

### Editor Privacy

Private information is provided to the client for contact purposes only. The editor's personal and private information is not to be shared by the client unless explicit permission is given by the editor.

Editors are prohibited from using client manuscripts as their own, and can be subject to legal action should this occur under copyright laws.

Any private projects of the editors are to be of their own person and not associated with Think Ink Editorial LLC. Therefore, Think Ink Editorial, LLC. will not be held liable for any personal endeavor's editors perform outside of Think Ink Editorial LLC.

## SERVICE OFFERINGS

Think Ink Editorial LLC. offers a variety of services for clients to select from. The services currently offered are outlined in the sections below.

The client can change or discontinue this service offering at any time during the project but will be subject to fees associated with canceling mid-project as detailed in the [Cancellations](#) section.

### Copyediting

This service provides clients with a copyedit of their manuscript to check for any grammar, spelling, punctuation, usage errors, and consistency. This service is ideal for clients who have written their manuscript and need an in-depth edit.

Additional details on this service are available [here](#).

### Proofreading

This service provides clients with full proofreading of their entire manuscript to check for any grammar, spelling, punctuation, or usage errors just before publication. This service is ideal for clients who have gone through multiple revisions and want a final check just before publication.

Additional details on this service are available [here](#).

### Manuscript Evaluation

This service provides clients with a manuscript evaluation to provide feedback and thoughts to help the client evaluate the strengths and weaknesses of their manuscript.

This service is ideal for clients who are early in their writing journey and are looking for professional feedback on their manuscript.

Additional details on this service are available [here](#).

## PRICING

The following sections provide the various aspects of pricing for Think Ink Editorial services and products.

### Pricing by Service

The following are the service pricing for service offerings currently available:

Service Offering	Pricing
Copyediting	\$0.005 per word
Proofreading	\$0.0025 per word
Manuscript Evaluation – Partial Manuscript (25 pages max)	\$125
Manuscript Evaluation – Full Manuscript (up to 75,000 words) *	\$250

\* \$100 added per 10,000 additional words above 75,000-word count limit

**IMPORTANT NOTE:** As Think Ink Editorial's services are priced by the word, inaccurate word counts provided on the request form may be subject to change to accurately reflect the correct word count provided in the client's manuscript.

Clients are required to provide the exact word count on the request form in order to provide an accurate total price and therefore should not be a rounded number (rounded up or rounded down).

If the client did not provide their manuscript for a sample edit, and the editor sees a discrepancy in this word count, this project between editor and client will be considered **invalid and canceled**. The client will be contacted by the editor to discuss this and can either opt to receive a new and

accurate quote or part ways with Think Ink Editorial. This will be considered a Cancellation by the client and may be subject to any associated fees as outlined in the [Cancellation section](#).

## Down Payment

A down payment is required in order to for the editor to begin a service with the client.

The default payment plan is a **10%** down payment (minimum) up front at the time the client accepts the provided quote, and the remainder of the balance paid in full at the conclusion of the service.

## Discounts/Promotions/Sales

From time to time, Think Ink Editorial will provide discounts/promotions/sales to both new clients and recurring clients.

These discounts/promotions/sales will detail the exact parameters specific to that deal. There will be no exceptions to the specific deal unless otherwise outlined.

Some exclusions may include no sample edit provided, a limited word count, a limited number of clients (only a certain number of clients who can utilize the deal), and more.

Clients looking to take advantage of a discount/promotion/sale for a partial manuscript should refer to the [Partial Manuscripts](#) section to ensure they are eligible.

## SAMPLE EDIT

A sample edit can be provided prior to receiving a quote. This is to help the client decide whether they wish to proceed working with the editor who had reached out to them.

Sample edits are completely **free of charge** and allow clients to review the editing style that Think Ink Editorial, LLC. can provide for them. This edit is up to 200 words of the client's manuscript using the same standards the service requires.

Exceptions to this sample edit are as follows:

- Manuscripts that are 5,000 words or less in length
- Specific price discounts - to be outlined in the letter of agreement

- Clients who have worked with Think Ink Editorial previously

If the client is interested in this sample edit, if they uploaded their manuscript to the quote request form, they will be provided their free sample edit at the earliest convenience of the editor.

This edited sample will be provided to the client prior to the editor sending the official quote to the client. If the client wishes to proceed working with the editor, the client will want to accept the quote. Otherwise, if the client opts not to proceed, clients are under no obligation to proceed and can disregard any notifications about the quote. The sample edit is the clients to keep regardless of whether they choose to work with Think Ink Editorial or not.

As the editor reviews each request form submitted, if the client indicates that they would like a sample edit, but none has been attached to the Consultation Request form, the editor will reach out to the client. The editor will request that sample edits not attached be sent to the company email at [think.ink.editorial@gmail.com](mailto:think.ink.editorial@gmail.com). The editor will prompt the client if the client has not sent the sample for this edit within **2 days** of the editor initially contacting the client. If the manuscript for this sample edit is not sent within **1 week** of request by the editor, the editor will consider this an erroneous selection and continue to send the client the requested quote without the sample edit.

As this sample edit requires clients to attach their unedited manuscript, all uploaded manuscripts are immediately considered client material and are under the same client privacy regulations provided to all clients. Review the [Client Privacy](#) section to review these regulations provided.

## QUOTES

Quotes are used through Think Ink Editorial's website to provide clients interested in engaging with our services a total charge amount for the service.

This quote can be sent to clients upon completion of the "Get a Quote" form. This form can be located at the bottom of our [company's service page](#).

This form requests important information needed from the client such as:

- First/Last Name
- Email (for contact purposes)

- Service(s) they are interested in
- Title of their manuscript
- Word Count
- Sample Edit (if desired)

These questions are designed to help the editor better understand the client's manuscript to help provide an accurate quote. An editor may reach out to clients if further clarification is needed.

## Partial Manuscripts

Please note that at this time, Think Ink Editorial is **not** accepting partial manuscripts (i.e., manuscripts that are not completely written) for certain services. This is to prevent any delays on the part of the editor to the client, and to prevent stress for the client themselves.

Editors may advise clients to re-engage Think Ink Editorial once their manuscript is complete. If the client is sure they wish to have their manuscript edited in its current state (incomplete), this it to be stated on the quote provided. This means that once this quote is accepted, no further word count past the agreed upon amount will be edited if any is provided on the uploaded manuscript.

The client is not to send the editor any further chapters/verbiage for their manuscript that they write after quote is accepted and work is to begin between the client and editor. Any work outside of the original word count will not be edited. If the client would like to include this new word count, a new quote will be sent once editing has been completed for the original word count.

Please note that if the client is engaging Think Ink Editorial due to a promotion/sale/discount being offered, incomplete manuscripts will be rejected.

## Published Manuscripts

If your manuscript has been previously published, whether in its current state or a re-written state, clients are required to inform their editor. Editors can edit manuscripts that are already published, but clients should be aware of any publisher requirements, and have legal authorization.

Those who have published through traditional means (through an indie publisher or a larger publisher) will be required to provide written consent from their publisher, as to avoid any copyright infringement.

## ACCEPTING A QUOTE

When a client is ready to working with Think Ink Editorial, they will need to accept the quote that was provided to them by the editor.

This accepted quote is under the assumption that the client has read this Terms and Conditions document in full and accepts these terms.

## CLIENT ENGAGEMENT

On the “Request a Quote” form, the client is to provide their email address. This is done in order for the editor to contact the client should they have any questions or concerns regarding their project.

The client and editor both are expected to answer any questions or concerns in a timely fashion. This is done to prevent any delay of the edited manuscript to the client based on the timeframe agreed upon.

Should the client not engage with any questions/concerns the editor has for them within a period of 3 business days, any delays to the client’s manuscript will be at the fault of the client. The client will not be eligible for any refunds for the loss of time.

Should the editor not engage with any questions/concerns the client has for them within a period of 3 business days, any delays to the client’s manuscript will be at the fault of the editor.

Exceptions to this are any [Excused Events](#) or time periods the editor is unavailable as provided to the client upon agreement of the service.

## Consultations

Consultations are not required, but can be useful for both client and editor during the editing process.

Upon completion of the “Get a Quote” form, the editor may set up a consultation session with the client to get more information on the manuscript/project to ensure that an accurate quote is provided, but this is not required.

If either editor or client would like to discuss the client’s manuscript outside of the normal contact method (such as a Skype/Zoom call), this must be agreed upon by both editor and client.

## TIMEFRAME FOR SERVICE COMPLETION

The timeframe for service completion will be decided upon at the discretion of the editor. As requests come in on an ad hoc basis, editors have the flexibility of choosing when they are available to work on any given project.

If the editor is only available during certain hours of the day, these hours must be made clear to the client during the consultation. This provides clients with a clear idea as to the times in which the editor will be working on their project. It also allows the client to contact the editor during their working hours in case they have any questions or concerns. The inclusion of editor’s availability must be included in the timeline given to the client in the service agreement.

## SERVICE COMMITMENT

Think Ink Editorial, LLC. is committed to providing 100% satisfaction for the services provided to clients, but there are times in which circumstances may change the timeline in which a service can be completed.

### Excused Events

Think Ink Editorial, LLC. understands that there will be times in which an editor is unable to complete a project. Excused events include any of the following:

- Forced Majeure events
- Death-related events
- National Holidays

Think Ink Editorial, LLC. also understands that these events will disrupt client’s receiving their completed project.

Excused events, with the exception of national holidays (which will be incorporated into the timeline given to the client upon service agreement), will be discussed post-event with the client, and a revised agreement will be sent to the client to adjust the project's timeline. No additional cost will be incurred for the client.

For death-related events, the editor may require time off. The editor will notify the client that their project will be delayed due to the event, and a revised agreement will be sent at a later time when the editor is able to once again resume work. Clients will need to agree to the revised timeline proposed before the editor can continue working on the project.

If the project is on an urgent timeline, the client can opt for a refund of the work not already completed by the editor. For example, if the editor has already completed 25% of the project prior to this event, the client can opt for a refund of 75% of the project not completed. If the editor had not started on the project, the client can opt for a full refund.

## Scheduled Events

Think Ink Editorial, LLC. editors are freelance and therefore are able to make their own schedules for the projects they receive and accept.

For scheduled events (such as family holidays, vacations, appointments, etc.) clients will be notified in advance either at the start of the project (during the free consultation), or as soon as the event is scheduled.

In the latter case, a revised agreement **must** be sent to the client. Clients will need to agree to the revised timeline for the editor to proceed with their scheduled event, otherwise, the scheduled event will need to be rescheduled to adhere to the client's original timeline.

If the client and editor are not able to come to an agreement on a revised timeline, a full refund, and a return of the materials provided to the editor, can be issued to the client as well as a discount on any future services the client may request.

## CANCELLATIONS

Clients are able to cancel their projects at their discretion, with no reason required. Clients are required, however, to notify the editor of their decision to cancel, and a refund of the work not

already completed by the editor will be provided (if the client has already paid for their service in full).

For example, if the editor has already completed 25% of the project prior to the cancellation, the client will receive a refund of the 75% of the project not completed if the client has already submitted their payment. If the client has not yet paid in full for their service, they will be required to pay the 25% that was edited.

In addition, however, clients will be required to **pay a penalty** for their cancellation of **\$100**. This penalty charge is designed to cover the time that the editor blocks out on their schedule to work on client projects, as this time will take up other potential client projects.

## Inaccurate Word Count

If a client has provided an inaccurate word count to the editor (should the client not have uploaded their manuscript previously for a sample edit), the editor will reach out to the client if the client has accepted the quote and the editor sees a discrepancy in the word count provided.

A new quote will need to be sent and accepted by the client in order to proceed.

If the client decides to decline the new quote, the down payment that the client was required to pay to begin working with the editor will be **forfeited** to the editor and no refund will be provided.

If the client decides to accept the updated quote, the down payment paid previously will count towards the updated quote.

## BILLING

Clients will receive an invoice through Think Ink Editorial's website once a quote has been accepted. All transactions can be completed via the clients desired payment method through this.

# TERMS AND CONDITIONS UPDATE NOTIFICATIONS

No updates should be made to the terms and conditions of Think Ink Editorial when in active engagement with a client, however, if any updates to the terms and conditions are *required* during this time, it is required that the client is notified by the editor of any/all changes immediately. In this case, the client will be notified but may not be subject to those changes as they are bound by the previous version of the Terms and Conditions document.