

Terms of Service

Dorothy K | Online Business Manager

1. **General VA services** provided include, but are not limited to:
 - creating and editing documents from provided content,
 - converting documents from one format to another, ie: Word to PDF,
 - managing email inboxes,
 - creating social media posts from existing content,
 - uploading blog posts to websites,
 - sharing content on social media,
 - transcribing audio or video content,
 - setting up email campaigns on Mailchimp from provided content,
 - administrative tasks not requiring creation of new content.
2. **General VA services** do not include:
 - creating new content, such as blog posts, website copy, email newsletters or social media posts,
 - activities requiring technical knowledge of WordPress, including individual themes. These activities will be charged at a discounted rate of \$80/hr (normally \$120/hr).
3. Special packages for these activities are available via my website:
<http://www.dorothyk.com.au>
4. My hourly rate for **general VA services** is \$40. Packages of multiple hours are available via the website and must be prepaid. If not buying a package, you will be charged hourly and invoiced weekly.
5. I will advise you weekly of the time you have remaining on your current package.
6. When your package has run out, you must purchase another package, before I will continue your work. You also have the option of being charged hourly for the work completed each week.
7. Unless buying a package, other work will be quoted and charged either per project, or on a weekly basis and invoiced every four weeks, or as stated in my quote.
8. Payment terms are 7 days from date of invoice, unless buying via website.
9. I prefer payment by bank transfer, unless buying via website.