



---

## **CLIENT TERMS AND CONDITIONS**

### **Job Order Form**

Before Say It Back accepts your media, you must fill out a Job Order Form. This form provides Say It Back with the details of your order. The Job Order Form is available in PDF format and as an online form on the Say It Back website. Say It Back will contact you to confirm the details of your order as soon as possible after you submit the Job Order Form. Order requests will not be accepted without a completed Job Order Form and confirmation contact.

### **Turn-Around Time**

Standard turn-around time for orders is 24 to 36 hours for media received Monday through Friday before 5:00 pm. Media received after 5:00 pm Friday and anytime Saturday will be completed by Monday. The turn-around time is based on the time Say It Back receives your media.

### **Rush Services and Rates**

Say It Back offers rush services for turn-arounds of less than 24 hours:

-Rush: 12 to 24 hour turn-around - 50% surcharge

-Super Rush: less than 12 hour turn-around - 100% surcharge

Say It Back will confirm if rush service is available for your job based on job complexity and length of media.

### **Unscheduled Media Delivery**

Say It Back cannot accept media without a completed Job Order Form and a follow-up contact confirming your order. If you have an emergency order or have special circumstances, please call Say It Back, and we will do our best to accommodate you with your situation.

### **Night and Weekend Drop-Off**

Say It Back accepts night and weekend media drop-off. All terms contained within the Job Order Form and Turn Around Time still apply.



### **Transcription Accuracy**

As part of our standard rates and delivery times, Say It Back makes every effort to provide transcripts that are 99% accurate. Say It Back cannot guarantee 100% accuracy without extra time on your transcript outside standard turn-around. Say It Back can offer you a second pass proofreading service. Contact Say It Back for a quote on rate and expected delivery turn-around.

### **Satisfaction Guarantee**

Say It Back wants you to be 100% satisfied with your transcripts. If you are not satisfied, contact Say It Back, and we will correct any work free of charge.

### **Free Services**

Say It Back provides clients with the following services for free:

- Dubbing or capturing your physical media
- Conversion of digital video and audio files
- Recycling of physical media if you choose not to pick it up

### **Billing**

Payment Options:

- Check
- Money order
- Cash
- PayPal
- Credit Cards through PayPal

Say It Back does not charge additional fees for credit card payments through PayPal.

### **Payment Terms**

Say It Back's standard payment term is payment upon delivery. Under this term, your transcript will be delivered to you upon payment via check, Money Order, Cash, Pay Pal or Credit Card through Pay Pal. Say It Back also offers Net 15 billing terms. To qualify, the client must complete a separate Billing Terms Agreement with Say It Back. Late fees of 1.5% per month will be assessed after 30 days past the payment due date. Payments over 60 days past due will be turned over to collections or taken to court for recovery.

### **Cancellation Policies**

If you choose to cancel your order once Say It Back has received your media, you will be charged a cancellation fee of \$1.00 per media minute submitted as part of your order. If you cancel before Say It Back receives your media, you will not be charged a cancellation fee.

**Special Format Requests**

If you have an existing special format you require, Say It Back will accommodate your request. Please have a sample template ready to submit with your media. Before transcription begins, Say It Back will confirm a rate quote with you if the format significantly deviates from our standard formats and rates. Say It Back can also create a new format based on your specifications. The rate for this service will depend on complexity. Contact Say It Back for a quote.

**Client Agreement to Terms and Conditions**

I have read the Client Terms and Conditions for Say It Back. By signing below, I understand and agree to all the terms and conditions.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Company: \_\_\_\_\_