



Terms and Conditions

General process

We create and sign an editing agreement with you before work ever begins or money is ever exchanged (except for our free sample edits, which don't require an editing agreement). This agreement makes sure we all know the goals and method of the edit before we start working. You know exactly what you'll be getting and we know precisely what you're hoping to get out of working with us.

Payment and Refund Policy

Our services are charged by the word, and we provide quotes on all projects prior to beginning the work so that you know exactly what to expect before any payments are made.

For works above 30,000 words, half of the quoted cost of the edit is due prior to work beginning and is non-refundable. Halfway through the editing process, we'll check in with you and provide a sample of our edit thus far for you to peruse. This gives you the opportunity to ask questions and see how it's going to make sure we're all on the same page. If for some reason you feel the edit shouldn't continue (and we've done everything we can to make sure you're happy), then you have the option of pulling out of the editing process at this point. In our experience, this is rare, but we want you to have every confidence that you'll come out of working with us with a solid manuscript that meets or exceeds your expectations. In the more likely event that you give us the okay to move forward, we'll continue with the edit. Once our work is done, we'll ask for the other half of the total cost of the edit before sending the completed manuscript your way.

For works below 30,000 words, the full cost of the edit is due before editing begins and is non-refundable.

We accept all payments through PayPal.

Confidentiality Policy

We only share information about your work with our partners, contractors, and consultants as necessary to complete the editing process, and these associates of ours are aware of our confidentiality policy and are likewise beholden to it. We'll not share any details of your work with anyone else without your consent. We're also happy to sign a non-disclosure agreement, if you'd like.



Embers Igniting Editing

Terms of Use

We (Embers Igniting Editing) will...

- Treat the Client's work confidentially and with every possible care, only sharing information about the Client's work with our partners, contractors, and consultants as necessary to complete the editing process.
- Provide exceptional and timely service.
- Perform edits by use of Microsoft Word's track changes and comments so that the Client can follow our suggestions clearly and easily.
- Respect and preserve the Client's voice within their work.
- Edit to improve the manuscript with the Client's goals in mind. All suggestions and comments are our opinions based on our experience and knowledge of writing. We provide our educated opinions, and those may differ from the Client's.
- Do our best to eliminate as many spelling, grammar, etc. mistakes as possible, but it's always possible we could miss something due to human error.
- Address any and all concerns expressed by the Client and do our very best to resolve them to the Client's satisfaction.

We (Embers Igniting Editing) will NOT...

- Be held liable for the loss of documents due to power failure, hardware/software failure, computer viruses, natural disasters, or any other unforeseen matters and factors beyond our control.
- Be liable for the delivery of the Client's files if their email address is not functional and/or we encounter issues such as email bouncing. In such circumstances, we'll try to contact the Client once through the emergency contact number they provided. If we still receive no response, the burden of retrieving the files from us falls to the Client.
- Guarantee the Client will find success in publishing their work due to our edit.

The Client will...

- Make sure they never give us the only copy of their work and maintain their own backups.
- Be willing and able to work within Microsoft Word—Embers Igniting Editing's designated word processing program—throughout the back and forth of the editing process.
- Submit clean, readable Microsoft Word files.
- Only submit their original work, never the work of someone else.
- Not submit work to us that they intend to later submit to an educational institution for a grade.
- Always remain in total control of their manuscript. They decide which of our suggested changes they want to implement; the work belongs solely to the client, and they're entitled to take or leave our changes.
- Pay Embers Igniting Editing for services provided.
- Indemnify (i.e., hold harmless) Embers Igniting Editing from any accusation of a low quality edit simply because they disagree with any of our suggested changes based solely on personal opinion.
- Inform Embers Igniting Editing of any concerns they have as soon as possible so they can be addressed immediately.