



## Terms & Conditions

1. The Company works within the Codes of Conduct as set out by the Market Research Society. Within these codes, the Company is entitled to destroy questionnaires and other project-related documentation one year after the end of fieldwork, and computer records two years after the end of fieldwork, without reference to the client. This may be done earlier by agreement with the client.
2. If a client cancels or defers fieldwork less than 7 days before the due date of commencement of fieldwork, the Company is at liberty to charge a cancellation fee as follows:  
**4 – 7 days prior to fieldwork:** 30% of total project fee  
**2 – 3 days prior to fieldwork:** 60% of total project fee  
**Day before/day of fieldwork:** 100% of total project fee
3. If the customer cancels a project more than 7 days before the start of fieldwork, we reserve the right to invoice the customer for services already undertaken and costs incurred (e.g. planning, set-up, booking, venue hire, etc.)
4. Invoices are payable within 30 days of the invoice date. If an invoice is not paid within 60 days of the invoice date, then the Company will be entitled to charge interest on all amounts outstanding beyond 30 days.
5. Quotes are given subject to certain assumptions and if these are substantially changed, the Company reserves the right to alter the quote accordingly. Quotations are valid for only one month from date of issue unless otherwise agreed.
6. All quotes are given exclusive of VAT.
7. In the event of an error caused by the negligence or otherwise of the Company in any reports or tabulations supplied to the client, the Company will endeavour to correct the error at its own expense. It will not, however, be held liable for the consequences of the error beyond the provision of corrected reports and tabulations.
8. The Company may, at its discretion, sub-contract part or parts of the execution of the work to outside companies or agencies.
9. The Company shall not be liable for failure to perform its obligations due to force majeure, e.g., fires, floods, storms, riots, strikes, wars or any other causes whatsoever, beyond the reasonable control of the Company.