

Editify Clients Terms And Conditions

By using Editify's editing services, you (the client) agree to the following Terms and Conditions. These ensure fair, smooth, and professional interaction between you, our editors, and the Editify team.

1. Project Brief and Initial Instructions

Your needs must be expressed in a single message when placing the order. Editify is not responsible for any changes requested after that message, and additional changes will be chargeable.

2. Multiple Messages Policy

If multiple instruction messages are sent, only the first message will be followed. This is a fixed policy.

3. Revision Policy

You will receive:

- 2 free revisions for projects \$20 or less
- 4 free revisions for projects \$30 or more

Unlimited reasonable revisions may be considered at Editify's discretion.

4. Payment Terms

Full payment is required upfront before work begins. No project will start without payment confirmation.

5. Refund Policy

Refunds will only be processed after review by both the editor and Editify staff.

If a project is not submitted at least 1 hour before the deadline, a refund may be considered.

Refunds are not applicable for dissatisfaction caused by unclear or changed instructions.

Once the editor has started working (15 minutes after the task has been assigned or instructions received), a refund request will not be accepted.

6. Communication Policy

Clients are strictly prohibited from directly contacting editors. All communication must go through Editify.

Violating this rule will result in immediate termination of service without refund.

7. Turnaround Time

Typical delivery is within 1–2 days, unless otherwise agreed. Faster delivery may incur additional fees.

8. Content Rights

You must have legal rights to any content submitted. Editify is not liable for copyright issues related to client-provided material.

9. Professional Conduct

Respectful communication is required at all times. Any form of disrespect, rudeness, abuse, or harassment towards Editify staff or editors will result in an immediate and permanent ban, regardless of whether payment has been made or not, and without any further consideration or warning.

10. Confidentiality

All files, messages, and project details shared with Editify are kept confidential and will not be disclosed or reused without your permission.

11. Quality Commitment

Editify is committed to delivering high-quality work tailored to your brief. While creative standards vary, we strive to meet or exceed expectations for each project.

12. Feedback Welcome

We encourage clients to share honest feedback so we can continue to improve and offer the best possible experience.

13. Support Availability

Our team is available for support during working hours. Any delays in communication will be acknowledged and addressed promptly.

14. Transparency

We aim to be transparent about pricing, timelines, and expectations from the start to avoid misunderstandings during the project.

15. File Safety

We take reasonable measures to ensure that your files and data remain safe and secure throughout the editing process.

16. Equal Treatment

Editify does not discriminate against any individual or group. All clients are treated equally, regardless of their country, gender, caste, creed, religion, background, or beliefs.

17. Progress Updates

For longer or complex projects, we may provide interim updates or previews to keep you informed about progress.

By working with Editify, you confirm that you have read, understood, and agreed to all the terms and conditions listed above—irrespective of your country, gender, caste, creed, religion, or any other personal identity.