Terms of Service Agreement

Effective • 17 November 2026

These terms apply to the services listed in your written quote from Swish Design & Editing. We'll email the quote and this agreement for you to review and accept in writing before we begin work.

Booking and scope

Your written quote sets out the services, number of passes, fee, and agreed schedule for your manuscript. We'll confirm your booking once you've accepted the quote and agreement and paid any required booking deposit.

We'll ask for the information we need before your start date. Please email your manuscript as a Word document in simple, editable formatting and use Track Changes as agreed with your editor.

If we find that your manuscript needs more work than we quoted for, we'll explain what we found and pause the affected work. Any change to the scope, price or schedule must be agreed in writing before work on the revised scope goes ahead.

Prices and payments

The Pricing page shows examples in Australian dollars. We'll confirm the total for your manuscript in writing before you book, including any applicable surcharges. The price reflects the manuscript's actual word count or the fixed price agreed in your quote.

Rush bookings, when available, and manuscripts over 100,000 words each incur an extra AUD $0.0020 per word on the full manuscript word count. If both apply, the combined surcharge is AUD $0.0040 per word.

New clients pay an AUD $100 deposit to secure their booking. The deposit is credited toward the total fee. If you choose two instalments for the combined copy and line edit and proofread package, the first half is due before editing begins and the second half before proofreading begins. Your deposit is credited towards the first half.

For other bookings, payment is due as set out in your quote and invoice. Our preferred payment method is PayPal. If a payment is overdue, we'll contact you and may pause work on the next stage until payment is received.

Editing and proofreading

Our standard copy and line edit includes one pass. Our standard proofread includes one pass. The combined package includes one copy and line edit followed by one separate proofread, carried out by a different team member. Any additional passes or editorial reports will be set out in your quote.

If you book a standalone proofread and we find that the manuscript needs more editing first, we'll discuss the options with you before proceeding.

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Between editing and proofreading, review the tracked changes, accept or reject them, and resolve any comments with your editor. Please send back an updated Word file for proofreading and flag any outstanding questions. We'll check with you before proceeding if anything remains unresolved.

Scheduling and cancellation

We recommend allowing at least six weeks from submission to publication to make time for revisions, formatting, and advance copies. Your quote will confirm the agreed schedule. If you expect to miss a submission or review date, please let us know promptly. We'll discuss a revised schedule based on availability.

If either of us needs to cancel, please give written notice as soon as possible, ideally at least 14 days before editing begins. For an ordinary cancellation, we'll itemize any work already completed at the agreed rates, credit payments already made against that work, and refund any balance paid for work we haven't carried out. This provision is subject to any rights or remedies you have under applicable law.

Rights and confidentiality

You retain copyright and publishing rights in your manuscript. Swish Design & Editing acquires no ownership rights under this agreement. We'll keep your manuscript and project communications confidential and share them within our team as needed to carry out the agreed work.

You decide which edits to accept and approve the final version for publication. You're responsible for securing permissions for material you supply and for the content you choose to publish. Where you include an editorial credit in the book, please use Swish Design & Editing.

Questions and corrections

If you have a concern about the work, please email us with examples or page references so we can review it and discuss the appropriate next step. If you request new work outside the agreed scope after delivery, we'll quote for it before starting.

We'll provide the agreed services with due care and skill. This agreement does not exclude, restrict or modify any rights or remedies that cannot lawfully be excluded, including those under the Australian Consumer Law where it applies.