Apteryx Media

DISCLAIMERS AND OTHER IMPORTANT INFORMATION

Responses to all enquiries will be returned within two business days when submitted through our web form or to our e-mail address editor@apteryxmedia.com

CONTENT OWNERSHIP AND COPYRIGHT

The person producing written, visual, audio or other materials (the "Content Creator") retains all copyrights and ownership of said materials.

Where Apteryx Media its owners, employees and representatives ("The Company") are the Content Creator, the Company retains legal and moral copyright but upon receipt of payment in full, grants an exclusive, perpetual license to the person or entity paying for the service ("The Client") for private, public, educational, commercial and other use.

External Content Creators/Clients, at their discretion, may choose not to use or adopt in whole or in part, any design, editing or editorial suggestions provided by The Company. No refunds, neither partial nor full, will be offered if the Content Creator chooses not to use any editorial suggestions.

THIRD PARTY TRANSMISSION AND PROFIT FROM EDITED MATERIALS

The Company reserves the right to use content or materials for which it owns or retains copyright for educational, commercial, personal or any other purpose except for uses that directly interfere or are in competition with Client personal, professional or business practices.

The Company will not sell, share, or transmit to a third party, any content or materials for which it does not own copyright.

If the Content Creator, licensee, copyright holder and/or their associate(s) distribute, communicate or submit materials created or edited by The Company to a third party, they do so at their own risk absolving The Company of any and all responsibility or liability.

If materials created or edited by The Company are communicated by the copyright owner, licensee or their associates to a third party or parties, The Company does not imply, warrant or guarantee any response, success or other engagement from said third parties.

If copyright is on-sold to a third party or parties after creation or editing, The Company disavows responsibility or liability for subsequent use and does not imply, warrant or guarantee any response, success, benefit or engagement for third parties, or others with whom they interact.

Unit 180, 5148 Ladner Trunk Road, Delta, BC V4K 5B6, Canada
Email: info@apteryxmedia.com | Telephone: 778-716-5897

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TIMELINES FOR WORK ACCEPTANCE, COMPLETION AND PAYMENTS

Lead time for editing and return after acceptance ("turnaround time") varies by submission type, editor availability, and current volume of submissions.

Turn-around times will be detailed in an acceptance e-mail and range from:

- Up to seven (7) days for standard length personal statements, resumés, CVs, essays and reports, proposals, grant and scholarship applications and poster or audiovisual presentations. Confirmed at submission.
- Up to fourteen (14) days for standard length manuscripts and theses. Confirmed at submission.
    - Standard turnaround times begin
        - Same day for payments/submissions received before 12 PM Midday PST/PDT
        - Next day at 9 AM for payments received after 12 PM PST/PDT.
    - Return of edited work will be on or before 11:59 PM PST/PDT on the day and date agreed at submission.
- "Urgent" services with faster turnaround
    - Enquire for availability, with a short description of the work type, length and spacing.
    - Enquiries will be considered on a case-by-case basis by editorial staff, are not guaranteed, and may be declined at The Company's discretion.
    - "Urgent" services are provided at standard cost plus 50% (total 150%), paid on submission.
    - The faster turnaround time will be indicated in response to the enquiry, submission of materials after response(s) to an enquiry indicates acceptance of the modified payment and turnaround time, as well as other standard terms.
    - Acceptance of an "urgent" submission applies only for that single submission. Any-and-all subsequent submissions will require standard turnaround time, or a separate enquiry.
    - Acceptance of one item for "urgent" turnaround does not imply or guarantee acceptance of any other or subsequent "urgent" services.
    - No work will commence, nor are turnaround times guaranteed until full payment is received by The Company.

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The Company reserves the right to decline requests for service:

- at any time prior to submission of materials, without explanation.
- at any time after submission of materials for reasons including but not limited to: copyright infringement, plagiarism, or other legal or ethical violations. If service is declined after submission for these specific reasons, no refund will be issued.

The Company is not responsible for content, communications or submissions from Content Creators that are lost, incomplete, corrupted or otherwise un-useable. Every effort will be made to contact the submitter/requestor as soon as possible if a file or files are not useable, and to request resubmission to meet agreed-upon timelines and deadlines. Where content requires re-transmission after submission timelines and deadlines may be extended at the discretion of Apteryx Media.

Full payment must occur prior or simultaneously to submission of your work. No work will be accepted or editing undertaken prior to payment.

Payment is accepted through our secure online portal only and can be made by Interac/Electronic Transfer, Paypal, Square, Razorpay, Apple Pay, Google Pay or by Credit Card. We do not accept cheques, money orders or cash. If you have any questions about your payment(s) please contact admin@apteryxmedia.com

If The Company is unable to complete editorial services by the agreed-upon deadline, an extended deadline will be offered for completion, or a full refund offered for no service. Partial refunds and/or partial services will not be offered.

Refunds will be returned within 90 days to the original payment source.

Notwithstanding the published rates for editorial services, The Company reserves the right to extend discretionary offers, promotional rates and other considerations to individuals. Discretionary offers, promotional rates and other considerations are extended on a case-by-case basis, require the approval of a Company Principal, and do not apply to any person or group other than those to whom the offer, promotional rate or consideration is originally extended. A promotional offer does not imply or guarantee additional promotional offers will be extended to the same person or group, or to other persons or groups.

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ADDITIONAL IMPORTANT INFORMATION FOR STUDENTS

Responses to all enquiries will be returned within two business days when submitted through our web form or to our e-mail address info@apteryxmedia.com

Standard information and disclaimers are clearly described here in the "Disclaimers for Clients" section. In addition:

CONTENT CREATION

We cannot create content for students' academic work[1]. For academic work we will only proofread and/or copy-edit your own fully conceived efforts work.

Specifically, we **do not accept and cannot assist STUDENTS[1] with**:

- Full development of written documents, prose or academic presentations such as posters, or Powerpoint™ from scratch. We can only edit your own work/ideas and/or provide graphic design suggestions for your original work.
- Bullet pointed lists to be made into written prose or presentations.
- Other people's work/prose/essays/presentations to de adapted for your own work.
- Plagiarized or otherwise copied or 'borrowed' content, except for correctly cited and/or quoted work.
- Reproduced copyright work without citation or permission. Use of copyrighted work (including figures for display) requires citation and/or permission.
- Translating work from any other language. We currently accept submissions in English only.

[1] Please note this restriction only applies to student learning and academic efforts. We welcome enquiries regarding content creation for non-academic purposes, professional individuals and companies, non-profits, governments and community organizations.

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