

## Invoicing

A 30-day credit account is usually available to all recognised professional firms. However, we reserve the right to decline to open a credit account.

We will send an itemised invoice for each order, after publication, showing the details of the advertisement, your reference, code and contact name (where supplied), and the charges for each individual publication.

Our aim is to supply an invoice within 30 days of the last appearance of the advertisement. Voucher copies will normally be sent with our invoice, if they have not been previously supplied.

## Payment

Cheques should be made payable to 'TMP Worldwide', and sent to the address shown on the invoice. Please quote the invoice number(s) you are paying and your account number. If a receipt is required please let us know. Please contact us for details of payment by BACS.

All accounts are due for settlement within 30 days of invoicing - if you have any query please contact us as soon as possible. A 7% surcharge will apply to invoices settled after the due date.

## Advice and information

We have a variety of pre-printed forms of advertisement, covering the most commonly advertised notices, and have accumulated a knowledge of many things connected with Statutory Advertising - for any advice, information or forms please do not hesitate to contact us.

## Comments and complaints

We welcome comments and suggestions on our services, to help us to improve in the future. If you wish to comment, or are dissatisfied with any aspect of our service, please contact us at the address shown at the beginning of this leaflet.

We aim to respond within 3 working days of you contacting us. However, if investigation is required, or contact with other companies is needed, we will send an acknowledgement stating when we expect to be able to provide a full reply.

If you are not satisfied by the reply you receive, please write to our Client Services Director at the address below.

## If things go wrong...

We aim for all advertisements to appear on the date scheduled. However, this may sometimes not be possible, due to postal delays, newspaper production problems, logistics failures, human errors and other factors outside our control, and for which we cannot be held liable.

Should an advertisement not appear as scheduled, we will advise you of the new date of appearance. Where it is too late for the advertisement to appear on another date, we will contact you, and supply a written explanation of why the advertisement has not appeared.

Should there be an error affecting the value of your advertisement, we will rectify it, at no additional cost to you. Please notify us as soon as possible if you notice an error.

## The 'small print'

We cannot take responsibility for client errors, postal delays, industrial action or other factors beyond our control.

The standards relating to timing may not be applicable at public holiday times, and do not apply to advertisements placed in publications outside of the United Kingdom, or where a prior quotation is required.

All advertisements are accepted subject to our standard Terms of Business, and of the Terms and Conditions of the publisher in whose publication the advertisement appears. In particular, please note that we cannot accept consequential liability beyond the published cost of an advertisement.

Park House, 5 Jubilee Avenue,  
Highams Park, London E4 9JD

Tel: 020 8527 6100 Fax: 020 8527 9940

DX 38408 Highams Park

[www.tmpreynell.co.uk](http://www.tmpreynell.co.uk)

TMP Worldwide provides a variety of human resources and communications solutions. For further details on any of our other services please contact us, or visit [www.tmpworldwide.co.uk](http://www.tmpworldwide.co.uk)

## Statutory Advertising

# Customer Information

August 2008



 tmp.worldwide

WE'RE ALL YOURS

## Introduction

TMP Worldwide incorporates Reynell, an advertising agency specialising in statutory advertising since 1812. Our aim is to provide an economic and trouble-free service for the placing of statutory advertisements. This leaflet is intended to supply you with detailed information about the way we work.

## What we offer

We can place statutory advertisements (licensing, insolvency, probate, companies and others) in The London Gazette, national and local newspapers and magazines throughout the United Kingdom, and in most overseas newspapers.

## Contacting us

We accept advertisements by post, document exchange, fax and e-mail. All advertising must be sent to the following location:

Post: **Park House, 5 Jubilee Avenue, London E4 9JD**

DX: **DX 38408 Highams Park**

Fax: **020 8527 9940 (direct fax)**

(postal confirmation of faxed instructions is not required - if you do send confirmation please clearly mark it as such)

When you telephone us, we aim to be able to connect you with the appropriate person within one minute - if we cannot, we will call you back as soon as the appropriate person is available.

Due to the potential for error, we cannot accept advertisements dictated over the telephone. Please contact us for information on e-mailing advertisements.

## On receipt

We aim to deal with all advertisements within 48 hours of receipt. Where statutory time limits are involved, we will do everything in our power to ensure that they are complied with.

Newspaper deadlines vary, from 2 days before publication to as much as 10 days before publication. You can expect that 90% of advertisements will be published within 8 working days of receipt, and at most within 15 working days of receipt.

We must receive your advertisements by no later than 12 noon on the working day prior to the newspaper's deadline.

## Selection of publications

Where the choice of publication is left to us, we aim to select a publication which, in our opinion, is reasonably priced, and we compare and take into account their publication dates, deadlines, circulation figures, readership and reliability records.

## Acknowledging receipt

We send faxed acknowledgement of your order within 48 hours of receipt. This will show the projected publication date of your advertisement.

This acknowledgement is not confirmation that the advertisements have actually appeared on the dates shown - this confirmation will be supplied on certificates of insertion, following publication.

## Size of advertisements

We typeset, in-house, all newspaper advertisements in our standard style, designed for maximum readability at a minimum cost, wherever possible.

If you wish your advertisements to be typeset in a different style, we have a leaflet showing the options available.

To be able to typeset an advertisement, we need a certain amount of time. If time is short, the advertisement may need to be typeset by the publication, which significantly increases the cost.

Certain newspapers have their own 'house style', in which all statutory notices must appear. We have arrangements with some of these newspapers to reduce the cost of the advertisements.

In either of these cases, the advertisements may appear in a larger size or style than usual, but we will do our best to reduce the cost as much as possible.

## Accuracy of advertisements

We proof-check all advertisements typeset in-house, and aim for complete accuracy in our typesetting. Where advertisements are typeset by the publication, we have no control over the accuracy of the typesetting.

## Quotations

Newspaper charges vary according to the area to be covered - if you require a quotation before publication, or have a budget which you do not wish to exceed, please clearly indicate this on your instructions.

We require an additional 24 hours notice before the usual deadline to provide a quotation, which is provided free of charge and without obligation to proceed.

## Supply of proofs before publication

We do not usually supply proofs of statutory advertisements before publication. If you wish us to do so, please let us know - we require a minimum of an additional 24 hours notice before the usual deadline to provide a proof, and an additional charge is payable.

## Publication of advertisements

We book and send all our advertisements to media using reliable electronic systems, resulting in the vast majority of advertisements appearing as scheduled.

However, we cannot guarantee the publication on the requested day of any advertisement, due to the involvement of third parties - should there be a problem we will advise you as soon as possible.

## Supply of voucher copies

We supply voucher copies (proof of insertion) of all advertisements placed. These will usually be:

- for Licensing advertisements, and Bankruptcy or Winding-Up Petitions: a complete copy of the newspaper, or a copy of the page of the Gazette, in which the notice appears\*
- for Probate advertisements: a copy of the advertisement on our Certificate of Insertion, showing the name of the newspaper and the date of publication
- for Insolvency and all other advertisements: the page on which the advertisement appears

If you require voucher copies to be supplied other than as shown in the list above, please let us know at the time of instruction. There is no additional charge for the supply of a voucher copy.

Our aim is to supply voucher copies within 30 days of the last appearance of the advertisement.

\* For these notices, we aim to supply complete voucher copies within 7 working days of the appearance of the advertisement.

We rely on the newspaper publishers for the supply of voucher copies, but we will do everything in our power to ensure that voucher copies are supplied in sufficient time.

Voucher copies for overseas advertisements may take longer to obtain, and we cannot guarantee availability or delivery time of these. If you require a voucher copy for an overseas advertisement by a specific date, please advise us in writing when placing your advertisement.

## Fees

By typesetting advertisements in-house, a substantial reduction in the cost of the advertisement is usually possible. A small fee is payable for this service. Notices published in the Gazette cannot be typeset, and are subject to a lesser fee as we receive no commission from Government publications.

For overseas advertising, we will charge you such a sum as will provide us with remuneration of 20% of the total gross charged to you. Translations for overseas advertising can be arranged by us, at an additional fee.