




# Terms of service

## 1. Purpose of this document

This document aims to inform potential clients about the general terms and conditions of collaboration with Karine Rasamoelina (aka Karine Rasa). It is not a contract, but a clear, transparent, and open reference framework that applies to the following services :

-  Creative writing
  -  Story editing (fictional works)
  -  Assistantship (in Madagascar only)
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## 2. Work Process

Each project begins with a preliminary exchange with the client — by email or video call — to :

- Clarify expectations, type of service, tone, deadlines, and goals
- Propose an appropriate rate (per project, per week, or per month)
- For creative writing projects : determine whether the work will be **credited** (with my name) or **anonymous**

Once the agreement is validated, a schedule and regular checkpoints may be set to ensure consistent progress.

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## 3. Payment & Invoicing

Payment terms are detailed in the separate *Payments & Delivery* document.

In summary:

- Payments are made in Ariary (MGA) or US Dollars (USD). Other currencies are accepted as long as they match the current exchange rate at the time of transaction.
- All payments come with an official invoice.
- A deposit or partial upfront payment is required before any work begins, unless otherwise agreed.

### In case of cancellation:

- If the project is canceled **before** the work begins, the deposit may be partially refunded.
  - If cancellation occurs **after** work has started, the amount corresponding to the work already completed remains due. No refund will be issued for already delivered parts.
  - If the cancellation comes from my side (exceptional circumstances or force majeure), any prepaid amount that hasn't been justified by completed work will be fully refunded.
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## 4. Delivery of Services

All work is delivered **digitally** (Word or PDF documents, download links, Google Drive access, etc.).

Each delivery respects the agreed deadlines, unless delays are communicated in advance. Adjustments can be made depending on the client's evolving needs.

### Revisions:

In the case of services such as:

- Creative writing
- Development editing
- Proofreading (French manuscripts only)

The client has **3 to 7 days** to request minor edits or corrections.

Major revisions not included in the initial agreement may be subject to additional billing.

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## 5. Copyright & Recognition

All delivered work is **original**. I do not take on adaptations of existing works.



### If the work is anonymous:

- The client is free to use the content without crediting me.
- No copyright claim will be made after delivery.



### If the work is credited:

- My name will appear as writer, co-writer, or collaborator, depending on the agreement.
  - Any major change made to the content after delivery must be communicated before publication.
  - I retain **moral rights** over signed works and reserve the right to refuse publication if the message or ethical integrity of the text is seriously altered.
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## 6. Confidentiality

All information shared is strictly confidential, whether or not a formal contract is signed.

No data, idea, or content from the client will be shared, reused, or disclosed without written permission.

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## 7. Quality Commitment

I am committed to delivering work that is:

- Professional, well-crafted, and aligned with the client's instructions;
- Adapted to the target audience, format, and tone;
- Consistent with the standards of the field (writing, editing, or production).

Clients are encouraged to share feedback respectfully. A successful collaboration depends on clear and respectful communication from both sides.

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## 8. Disputes & Resolution

In the event of a misunderstanding or disagreement:

- An exchange will be proposed to resolve the matter amicably.
  - If no agreement is reached, the dispute may be brought before the competent jurisdiction of the concerned country (Madagascar or the client's country of residence).
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## 9. Contact

For any questions regarding these terms or to discuss a potential project:

 [karinerasa.contact@gmail.com](mailto:karinerasa.contact@gmail.com)