

HELPSWRITE NOW DESIGN

Writing Supports Policy Statement

Services:

All requests for writing, TESOL, and disability support are to be sent electronically via the online message box on the HelpWriteNow website or by email. Fees for HelpWriteNow support are as per the HelpWriteNow prices listed on the HelpWriteNow website. Please note that prices may change at any time. HelpWriteNow is not responsible for the content of any writing project submitted for support services.

Support offered by HelpWriteNow:

- Proof-Reading – correct spelling mistakes, correct grammatical errors, re-type paper/letter with corrections;
- Editing – review page format and sentence structure, correct paragraphing including introduction and conclusion, edit for content flow and general paper coherence, re-type paper/letter with corrections;
- Revision – reworking and rewriting. Revision is not merely changing a few words, adding a sentence here or there, or taking out unnecessary material. Revision is a restructuring that includes eliminating unnecessary details or information, adding details, moving paragraphs and sentences around, rewriting paragraphs and sentences, rewording awkward areas, and then retyping paper/letter with these changes;
- Online Tutorial Sessions – individual, online assistance and support for your writing project with an experienced tutor and/or licensed teacher. Goals for each session written and agreed in advance. Must have rough draft of writing project ready in .doc or pdf format prior to session. Must have all pertinent information and documentation ready in .doc format (scanned information may be jpg or pdf formats without encryptions) prior to start of session. Minimum session is 1 hour;
- The types of services provided by HelpWriteNow through online tutorial sessions for writing, TESOL, and disability supports are as specified in the HelpWriteNow Policy Statement.

Writing support is provided by HelpWriteNow according to the following “not to exceed” schedule:

It is important to use this information—as well as the payment processing information below—in order to determine when to submit a request for writing support to HelpWriteNow and your project’s deadline for completion date that you must also provide. Make sure you allow adequate time for HelpWriteNow to complete the agreed upon writing project support service and to return-email the completed work to you.

For proof-reading and/or editing:

- 1 to 5 pages: 48-hour turn around upon receipt of payment*
- 6 to 10 pages: 36-hour turn around upon receipt of payment
- 11 to 15 pages: 5-day turn around upon receipt of payment
- More than 15 pages: as per individual written agreement and upon receipt of payment

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For revision:

- 1 to 5 pages: 4-day turn around upon receipt of payment
- 6 to 10 pages: 5-day turn around upon receipt of payment
- 11 to 15 pages: 8-day turn around upon receipt of payment
- More than 15 pages: as per individual written agreement and upon receipt of payment

* “Turn around” means the length of time HelpWriteNow requires to complete a Writing Support Agreement and return-email the completed work. Turn around time is based on the number of pages as specified in the breakdown above and as stated in the written Writing Support Agreement.

Payment:

- All payments are through PayPal.
- Payment transactions can take approximately 3 to 5 business days to process. Payments are not considered received until the payment transaction is reported as completed to HelpWriteNow by PayPal.
- Once HelpWriteNow has received notification from PayPal that the payment transaction has been completed and the payment has been received, HelpWriteNow’s turn around time begins and follows above schedule for work project completion and as per the written Writing Support Agreement.
- HelpWriteNow will notify each client by email immediately upon receipt of PayPal’s notification that their payment has processed and cleared, and that their writing project support services have begun.

Issues:

Not happy with your paper? No problem! Email us within 24 hours from the date and time of our original email returning your completed writing project to you, and detail your issues and/or complaint. Please include your original invoice number in your email. We will review your email and work with you to speedily resolve any issues you may have. HelpWriteNow will re-write sections which were corrected or edited by HelpWriteNow that you would like to have appear as they did in your original document and re-type your writing project—**AT NO ADDITIONAL CHARGE.**

Contact us:

help@helpwritenow.net | connect@helpwritenow.net | helpwritenow.net