

Good Written English

Document submission

The fact that you have taken the trouble to download this document probably means that you need a reliable service to read your English documents and suggest changes where necessary. Our company does exactly that. We deal with scientists and business people alike, and offer a *fast, price-worthy, confidential* and above all *professional* editing service that is second to none.

When we have finished working on your text, it will match that of a person with English as their first language. We try to keep the customer's own style of writing as far as possible. Shown below are some of the points we consider when editing text:

Spelling (UK or US) and capitalization

Grammar

Unnecessary repetition of words and phrases

Sentence structure (including length)

Paragraphing and other spacing

Text flow (readability)

Consistency of style and appropriateness of tone.



Kinds of document

Academic documents include scientific and medical research manuscripts for journals, doctoral theses and CVs. These are edited by graduate or postdoctoral scientists with English as their first language. *Business documents* include formal letters, company reports, advertising material, manuals and operating instructions, and also HTML documents for web sites and other publication purposes.

All documents are treated with *strict confidentiality* and are never distributed to third parties (e.g. freelancers).

We pride ourselves in having an efficient, friendly service where the customer and proofreader can interact before, during and after the editing process. Our **on-line** service is especially suited to this. Documents created in a word-processing program are sent to us together with a message concerning the *program* and *version* used (e.g. Microsoft Word 2003/2007/2010), and also the *platform* (PC or Macintosh).

The easiest way to send documents is through our submission page (www.good-english.com/sending.php), which allows you to locate a file and send it directly from your computer. Alternatively, files can be sent as e-mail attachments.

We can also receive documents on CD or as paper printouts. Please remember to double-space your paper-copy documents so that there is space for our comments and suggestions.

Please let us know if you are aiming for British spelling. Otherwise we will assume that you want American spelling throughout your document.

Document return

Unless you request otherwise, the new document with our suggested changes will be returned to you in the same way as the original was received. For example, electronic files are usually returned as e-mail attachments with a new document name. Depending on the program used, returned files such as Microsoft Word documents are highlighted in various ways and the key to highlighting is clearly explained (see www.good-english.com/examples.htm). Note that this differs from the Microsoft "track changes" option. You will also receive extra comments from the editor. If you are in a hurry, we can send a finished version without any marking.

Usually, 3-5 days pass before you are billed for the work. In that time, we expect the customer to have inspected our work. If something is unclear, we must be told in good time so that discussion can begin and billing can be delayed.

Turnaround time

Although we can usually return edited documents within 2 weeks, and most often within 5-7 weekdays, we recommend that you ask us for a time estimate if you need work done quickly. We do our best to help customers with a deadline.

Good Written English does not have an express turnaround service with a higher price tag. We feel that we owe it to all our customers to be both prompt and fair.

Prices

We charge about 75 euros for one hour of proofreading and editing (i.e. 700 Swedish kroner). As a practical guide, this usually corresponds to between five and eight A4 pages of 1.5-spaced 12pt. text, and will depend on the original quality of the English. Our minimum charge is for one hour.

If you are in a European Union country, our rates are subject to tax (VAT). If you are in an EU country outside Sweden, your institution/organization may well have a European VAT number which, if quoted, will exempt you from tax payment. *Customers outside the EU do not pay tax.*

If you send us the entire document, we can give you a **price estimate**. Requests for quotations can be done very easily through our website (see www.good-english.com/sending.php). If your document is not ready, you can get an idea of what the editing will cost from our "calculator" page (www.good-english.com/calculate.php).

Payment

It is important that you make a payment within the time limit given on the invoice (usually 30 days). Swedish customers usually pay by Bankgiro. For all customers outside Sweden, payment can be made on-line by credit card through PayPal (see www.paypal.com). Alternatively, you can arrange electronic transfer of funds through your bank, or send a certified (bank guaranteed) cheque. Details of our bank account will be given on your invoice.

Submission of documents together with an *order message* is a binding contract with Good Written English GWE AB. If payment is not received within the allotted time, a reminder will be issued and payment must then be made within 10 days to avoid a surcharge.

Summary

We aim for quiet professionalism linked to excellence in usage of the English language. Good Written English offers the complete proofreading and editing solution to scientists and business people worldwide who require written English of the highest quality. Our service is competitively priced and confidential. It is open to all customers who can reach us by the internet and who have the means of settling their account efficiently. Our turnaround time is exemplary and we accommodate customers' needs as far as possible. When you choose us, your reward is publication-quality English and peace of mind.

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