

Video Submission Form

Your brand new Task Instruction Manual is right around the corner.
Please complete this form and email as an attachment to info@operationverve.com

Instruction Manual Title _____

URL Link To Video Online _____

Best Contact Person _____

Best Contact Email _____

Best Contact Phone _____

Your Industry _____

Your Business Postcode _____

Business Name For Invoice _____

Contact Name For Invoice _____

Email Address For Invoice _____

TERMS & CONDITIONS

This service is billed at \$12+gst per whole video minute (minimum 5 minutes).

Billing is calculated as follows:

Videos less than 5 mins	Charged at the minimum rate	\$60+gst
Videos 5 - 6 mins long	Charge rounded down to the lowest whole minute	5 mins x \$12+gst = \$60+gst
Videos longer than 6 mins	Charge rounded down to the lowest whole minute	e.g. a video with duration 6:59 secs: 6 mins x \$12+gst = \$72+gst



OPERATION
VERVE



✉ info@operationverve.com

🖱 www.operationverve.com

The creation of your Task Instruction Manual will not commence until the invoice has been finalised with payment. For fast action, please email remittance to info@operationverve.com

If notification of payment is received by 10am Melbourne time, your Task Instruction Manual will be completed by close of business the following work day. All payment notifications received after this time may delay the completion of the Task Instruction Manual by up to 24 hours.

If an Instruction Video does not meet minimum quality requirements:

- The service will not be billed
- The Instruction Video will not be used for the creation of a Task Instruction Manual
- The nominated contact person will be provided with a Video Feedback Report via email

If three Instruction Videos are submitted and continue to fail to meet minimum quality requirements, it will be asked that submissions cease and a one-off training session with Kerry Anne Nelson be completed. This session will be offered at the discounted rate of \$300+gst.

We are all human. Occasionally even our well-trained, expert team make mistakes. If the Task Instruction Manual we create for you contains accidental errors that can be fixed with the information contained in your original Instruction Video, we will correct these errors promptly at no extra charge.

However, our team cannot be held responsible for fixing mistakes that could not have been avoided. If the Instruction Video provided to our team contains mistakes or unclear information which results in errors in the final Task Instruction Manual, no further responsibility will be taken here by our team. You will still be provided with the complete Task Instruction Manual, and you could opt to make your own corrections and alterations to this document as you see fit.

If corrections, alterations or adjustments of completed Task Instruction Manuals are required after the fact, this service will be billed at the original rate of \$12+gst rate per video minute (minimum 5 minutes).

Kerry Anne Nelson and the team at Operation Verve take no responsibility for the use or implementation of any training resources they create and provide for their clients. The liability for this professional service is strictly limited to the creation of Task Instruction Manuals which are informed directly by the Instruction Videos they obtain from clients. How these resources affect the client and their business after the service has been provided is completely outside the scope of responsibility for Kerry Anne Nelson and her team.

AGREEMENT:

I, _____
(your name)

from _____
(your company name)

agree to these Terms & Conditions.

Signed: _____

Date: _____



OPERATION
VERVE



✉ info@operationverve.com

👉 www.operationverve.com