



Proofreading Guidelines

Duration

Upon client's request

1. Purpose

The purpose of this policy is to outline the standards and procedures for the professional proofreading service provided by Alearnia. This service aims to ensure the highest quality of written materials for our clients, enhancing their academic and professional documents.

By adhering to this policy, we aim to provide a reliable, high-quality proofreading service that supports our clients in achieving their academic and professional goals.

2. Scope

This policy applies to all clients using our proofreading services, including but not limited to students, educators, researchers, and professionals. It covers all types of written documents, including essays, research papers, theses, dissertations, reports, articles, and presentations.

3. Service Description

Our professional proofreading service includes:

- Correcting spelling, grammar, and punctuation errors.
- Ensuring proper use of language and tone.
- Enhancing clarity, coherence, and readability.
- Verifying adherence to relevant style guides (APA, Harvard, MLA, Chicago, etc.).
- Providing constructive feedback for improving overall document quality.

4. Submission Guidelines

- **Document Format:** Clients must submit their documents in an editable format (e.g., Microsoft Word, Google Docs).
- **Submission Process:** Documents should be submitted via our online portal or email, following the instructions provided via email.
- **Deadline:** Clients must specify their desired deadline for the proofreading service. We recommend submitting documents at least 3-5 business days before the deadline to ensure sufficient time for thorough review.

5. Turnaround Time

- The standard turnaround time for documents under 5,000 words is 3 business days.
- For documents between 5,000 and 10,000 words, the turnaround time is 5 business days.
- For documents exceeding 10,000 words, turnaround time will be determined based on the document's complexity and length. Clients will be informed of the expected delivery date upon submission.

6. Fees and Payment

- Our proofreading service fees are based on the document's word count and complexity.
- Clients will receive a detailed quote upon submission of their document.
- Payment is required upfront via our secure online payment system.
- We offer a satisfaction guarantee; if clients are not satisfied with the service, they may request a revision within 7 days of receiving the proofread document.

7. Confidentiality and Security

- All documents submitted for proofreading are treated with the utmost confidentiality.
- We ensure secure handling and storage of documents to protect clients' intellectual property.
- Proofreaders are bound by non-disclosure agreements to maintain confidentiality.

8. Client Responsibilities

- Clients are responsible for providing clear instructions and any specific guidelines or style requirements.
- Clients must review the proofread document and provide any necessary feedback within the specified revision period.
- Clients should ensure the final document complies with their institution's or organization's submission guidelines.

9. Quality Assurance

- Our proofreaders are qualified professionals with expertise in various academic and professional fields.
- Documents undergo a rigorous quality check before being returned to the client.
- We continuously monitor and evaluate our proofreading services to ensure high standards are maintained.

10. Contact Information

For inquiries or support, clients can contact our customer service team via:

- Email: enquiry@alearnia.com
- Phone: +6010 295 1258
- Live chat: Available via WhatsApp during business hours

11. Policy Review

This policy is subject to periodic review and may be updated to reflect changes in our services or client needs. Clients will be notified of any significant changes to the policy.