

TERMS AND CONDITIONS

1. Service Scope

- Our services include providing assistance with academic assignments, theses, dissertations, and related work. These services are intended strictly for research and reference purposes to guide your academic work.
- Our service DO NOT include data collection, this falls solely the responsibility of the client.
- Where clients provide raw interview audio or transcripts, an additional fee will be charged per interview for transcription, coding, and integration into the dissertation. This fee is based on the length, complexity, and quality of the material. Quotes are provided upon review of the material, and work will not proceed until the additional cost is agreed upon. Transcription and coding is charged at a rate of R150–R500 per interview, depending on complexity.

2. Client Responsibilities

- Clients must provide clear and detailed instructions for the work required. Any changes or additional instructions after the commencement of work may incur additional fees.
- It is the client's responsibility to review the completed work and ensure it meets their requirements. Any requests for revisions must be made within 2 days of receiving the completed work.

3. Confidentiality

- We take your privacy seriously. All client information and the work provided will be treated with strict confidentiality. We will not disclose any details to third parties.

4. Payment Terms

- A 50% deposit is required before the commencement of any work. Payments are non-refundable once the work has started, except in cases where services are not delivered as agreed.
- The completed assignment will be handed over once the balance of the payment is received. All payments must reflect immediately in our account for the balance payment.

5. Delivery and Deadlines

- We require a minimum of 7 days to complete an assignment. If the request is made with less than 7 days' notice, an additional R500 penalty will be charged.
- We strive to meet all agreed-upon deadlines. However, we are not responsible for delays caused by unforeseen circumstances, including but not limited to technical issues, client delays in providing necessary information, or changes in the project scope.
- Clients are responsible for ensuring that all required materials and instructions are provided in a timely manner to avoid any delays.

6. Revisions

- We offer 2 free revisions per project, provided that the revision request aligns with the original instructions. Any additional revisions or changes beyond the initial scope will be subject to extra charges.

7. Intellectual Property

- All work provided is for the client's personal use only and remains the intellectual property of THE DEGREE DIVA until full payment is received. The work may not be resold, published, or distributed (publically) without prior written consent.

8. Termination of Services

- We reserve the right to terminate services at any time if the client breaches these terms and conditions, engages in unethical practices, or fails to provide necessary information for the completion of the work.

9. Retroactive Academic Surgery

- If a dissertation or assignment is submitted for review and is found to be significantly incomplete, poorly structured, or below acceptable academic standards—requiring major restructuring, rewriting, or enhancement beyond normal scope—the quoted price is subject to increase. This process, known as retroactive academic surgery, reflects the additional time, expertise, and resources required to bring the work up to standard. Clients will be informed and provided with an updated quotation before work continues.

DISCLAIMERS

1.Academic Integrity

- Our services are designed to assist clients in their academic journey by providing high-quality research, reference, and study materials. We strongly advise clients to use the work provided as **a foundation or guide to develop their own original content.**
- While the work we deliver is tailored to meet specific requirements, clients are encouraged to incorporate their own insights and understanding, ensuring that their submissions reflect personal academic growth and integrity.
- We will not be liable for any academic misconduct resulting from the misuse of our services. Clients are responsible for their actions and the ethical use of the work provided

2.AI Use Disclosure

- We make use of advanced tools and technologies, including AI, to support research, drafting, and overall quality assurance. These tools are employed under strict guidelines to enhance the efficiency, originality, and academic integrity of our services. All AI-generated outputs are thoroughly reviewed, edited, and refined by a human expert to ensure they meet the required academic standards and remain aligned with your specific brief.

3.No Guarantee of Grades

- While we strive to provide high-quality work, we do not guarantee any specific academic outcomes or grades. The final grade is subject to the client's academic performance and the assessment of their educational institution.

4.Limitation of Liability

- We are not liable for any direct, indirect, incidental, or consequential damages resulting from the use of our services. This includes, but is not limited to, academic penalties, loss of data, or financial loss.
- In any event, our total liability will be limited to the amount paid by the client for the services provided.

5.Plagiarism

- We guarantee that all work provided is original and free from plagiarism. However, it is the client's responsibility to ensure that the work complies with their institution's plagiarism policies.
- We are not responsible for any penalties or consequences arising from the improper use of the work provided.

6.Changes to Terms

- We reserve the right to update these terms and conditions and disclaimers at any time. Continued use of our services after such changes constitutes acceptance of the updated terms.