FAQs

☐**What exactly do *Proof-Reid* do?** *Proof-Reid is a service that allows you to have a variety of work checked, scanned, proofread, edited and polished in a thorough manner. Spelling, punctuation, grammar and wording will be analysed thoroughly and corrected. However, the meaning of the text will not change nor do we translate texts. Work is simply proofread and edited where necessary. We also provide a personalised tutoring service from Primary School to Degree level.*

☐**Are the corrections performed by a machine?** *No, the corrections are made by human.*

☐**What happens after I send work to be corrected?** *Your message is moved automatically to a specialised folder that only we can access. Once we have received the work and received your payment, we will begin to look over your work and understand what exactly is required. We will then send you the invoice and expected date of completion and begin editing your work once this is paid.*

☐**What are the prices?** *Have a look at the pricing tables. We provide a very unique, specialised service with competitive rates and a loyalty bonus scheme for referrals.*

☐**What about my privacy?** *All your messages are completely secure. Please refer to the Confidentiality Agreement. Moreover, for additional security, we hide your details, the subject and the attached files on a secured drive.*

☐**How do I know when you have received my work/query?** *You will get an email indicating that your work/query has been received.*

☐**Are debit/credit card payments made on *Proof-Reid* Editorial Services secure?** *Absolutely. We use top security providers, and never store card information in our database. Or you have the option to make payments through PayPal.*

☐**I have a PDF document that I want proofread. Do you do it?** *Absolutely. However, all work will be returned in Microsoft Word/PDF form. Depending on the type of work you want editing, we will expect to receive it in a particular type of file. For example, if you have a University essay, upload it to the website or App in Microsoft Word form and we will send the corrections back to you including tracked changes, so you can review the changes and choose which ones you accept.*