

Editorial Process & Client Conduct Standard

The written standard every manuscript engagement follows: agreed scope, phased delivery, explained decisions, author authority over the text, confidentiality, and no promises about commercial outcomes.

DOCUMENT TYPE	Published editorial standard — how we run a manuscript engagement
APPLIES TO	Developmental editing, structural editing and manuscript assessment
EDITORIAL LEAD	Gabriel Isaac, Editorial Project Lead
CONFIDENTIALITY	No client name, manuscript title, correspondence or payment detail appears in any published document.
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This is the working standard every editorial engagement at this agency follows. It is published so an author can see the process before committing to it, and hold us to it afterwards.

1. Before any editing begins

STEP	COMMITMENT TO THE AUTHOR
Written scope	The work is defined in writing: what is being edited, in what order, what is delivered and when. Nothing outside that scope is charged for.
Honest assessment first	If a manuscript needs a different service than the one requested — or is not ready for editing at all — we say so before an agreement is signed.
No outcome promises	We do not promise sales figures, bestseller status, reviews, awards or publisher acquisition, and we will not put such a promise in writing because it cannot be kept.

2. During the edit

STEP	COMMITMENT TO THE AUTHOR
Phased delivery	Work is delivered in reviewable phases. The next phase does not begin until the author has approved the previous one.
Explained decisions	Structural and character-level decisions are explained in the phase notes so the author can accept or reject them on the merits.

STEP	COMMITMENT TO THE AUTHOR
Flagged changes	Substantive changes are identified for the author, so review never requires reading the entire book against the original.
Author authority	The author holds final authority over the text. Any change can be reversed on request.
Correction as standard	When an author identifies a problem, it is checked against the original manuscript, answered in writing, corrected if we were wrong, and the rule is applied to the rest of the book.
Human editing	Editing is carried out by editors. Where any assistive tool is used at any point, we will say so plainly when asked.

3. Confidentiality and what we publish

Manuscripts are unpublished work and are treated as confidential. Our public case studies are anonymised or published with the author's written permission. We do not publish client names, manuscript titles, private correspondence, invoices, contract values, bank or card details, or payment histories — not as evidence of our work, and not for any other reason.

4. Commercial conduct

AREA	OUR POSITION
Payment	Fees, stages and refund terms are set out in the written agreement before work begins. Payment is never requested outside those agreed terms.
Records	The author receives the written scope, the phase deliveries and the phase notes, so the engagement is documented on both sides.
Guarantees	We guarantee the work described in the agreement will be carried out to a professional standard. We do not guarantee commercial results, and we treat any agency that does as a warning sign.
Complaints	A concern raised in writing is answered in writing. Where we are wrong, we correct the work.

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