



TERMS OF BUSINESS

1. The Deans Legal Services Ltd

The Deans Legal Services Ltd (“TDLS”) is a Limited Liability Company and is registered at Companies House in England and Wales under Company registration number 10188269.

2. Who we are

A Limited Company has an entirely separate legal identity from that of its Directors, employees and consultants, all of whom act as its agents. TDLS have legal responsibility for all the work carried out by its Directors, employees and consultants. No individual Director, employee or consultant of TDLS contracts with you personally or assumes legal responsibility to you personally in respect of work performed on behalf of the Company. All communications sent to you in connection with your matter are to be treated as sent on behalf of the Company whether signed by a Director, an employee or a consultant.

Without limiting or excluding our liability, you agree that you will not make any claim against any individual Director, employee or consultant of TDLS personally.

3. Where we are

Address: 57 High Street, Rottingdean, Brighton, East Sussex, BN2 7HE
Telephone: 01273 358825
Email: kc@tdls.co.uk
Registered Office: 57 High Street, Rottingdean, Brighton, East Sussex, BN2 7HE
Opening hours: Please see www.tdls.co.uk for updates

We can offer home visits to clients who require these at no further cost.

4. Who will be doing your work

The Director of this company is responsible for all work in connection with your matter. Any administration matters may be carried out by employees, consultants or agents under the supervision of the Director.

Kirsty Claridge is CLC Probate Practitioner and is regulated by CLC Regulation. The details of CLC regulation are in point 21. below.

5. Our responsibilities to you

- a. We will agree with you from the beginning of the work that is required by you, and we will identify your requirements and needs. After our initial meeting, we should have a clear understanding of what we need to do and how this will be approached.
- b. If and when further issues arise in the course of dealing with your matter, we will keep you fully informed. In the unlikely event that a fixed costs estimate will change, we will seek your agreement and approval before you incur any additional expenditure.
- c. The scope of the work we have agreed, the projected timescales and the costs will all be provided to you. If we visit you at home you will have 14 days to cancel should you wish to do so. If you wish to proceed within 14 days, then you can decide that you would like to waive this right and confirm this in writing. You may still cancel after signing this waiver but a fee will be charged for work incurred to date of cancellation if so.
- d. We do not offer any type of financial services, including tax advice or valuations. In the event that you require other types of professional advice that we are either not qualified or not competent to provide, we will ask that you seek independent advice or, if you wish, refer you to someone who may be able to help you. Such introductions are purely for your convenience, and we do not endorse any other firm, company or service for the provision of any advice and nor do we accept any responsibility, howsoever claimed, for the advice given.
- e. If it is necessary to obtain external advice or help relating to the conduct of your matter, we will seek your prior approval and only proceed if we have your informed consent to do so. If such advice is required before we can complete your matter, then the timescales mentioned will be on hold until such advice has been obtained.
- f. We will aim to have draft documents to you within 5-10 working days, with the exception of Court of Protection matters which can take longer. Dependant on how quickly you, and any related third parties, respond to correspondence we aim to have most single matters completed within three months.
- g. Probate matters and other longer-term cases generally take much longer due to their nature, but our best attention will be given. It is unusual to complete a probate matter within six months due to prescribed liability timescales. Once we have all the relevant information, we should be able to give you a general estimate of the likely time frame. Some probate matters are completed with a relatively short period (6-9 months) whereas others, dependant on the asset holders involved and the timescales for property sales, can take much longer.
- h. A Court of Protection application can take up to a year, and a Lasting Power of Attorney can be at the OPG for up to 12 weeks before it is registered.

6. Your responsibilities to us

You must ensure that you provide us with full and accurate information necessary for dealing with your work and that you do not keep important, relevant information from us. Please ensure that we are aware of any significant changes in your circumstances that may impact your instructions or reasonable expectations.

For a Will or Lasting Power of Attorney matter the information required by you to complete or progress must be provided within a reasonable time, to a maximum of 3 calendar months. If all work within our control has been carried out and the matter is not progressing due to your inaction, we reserve the right to make a charge of 75% of the fee payable. If you wish to go then on to complete the matter a further charge will be incurred to do this of no more than 50% of the original fee.

7. Identity and anti-money laundering policy

It will be necessary that we satisfy ourselves of your identity before we can commence work. We must also establish precisely who is our client. If you are giving us instructions on behalf of others, then this must be fully disclosed from the outset. Please ensure that all relevant information is clearly provided to avoid conflicts of interest. If your position changes or the instructing parties disagree, you must tell us immediately.

- a. As part of our policy to protect existing and potential clients from the risks of fraud, and to minimise the danger of money laundering, we are required by law to undertake identification and address verification checks for all new clients whenever instructions are received, as well as periodically for established clients of TDLS, as part of our standing audit requirements.
- b. We will also undertake money laundering checks against any third party from whom we receive monies in relation to your matter(s), whether such monies are intended to be in payment of our fees or otherwise, and the fee for the same will be added to your bill.
- c. We will ask you to provide original documents as evidence of your identity.
- d. The lists below detail the types of document we can accept as evidence of personal identity and address:-

Personal Identity:

- i. Current signed passport
- ii. EU member state identity card
- iii. Residence Permit issued by the Home Office together with own country's passport
- iv. Current EU or UK photocard (including counterpart) driving licence
- v. Armed Forces ID card

Address:

- i. Recent utility bill or bank statement or mortgage statement with the current address
 - ii. Local authority council tax bill
 - iii. Current UK driving licence (only if not used as evidence of ID)
 - iv. Local authority rent card or tenancy agreement
- e. All private clients should make one original document available from each of the two lists above. The same documentation will also be required from two of the principal directors of corporate clients, from two of the principal partners of clients which are partnerships, and from two trustees of clients which are trusts.
 - f. To assist us in meeting our obligations, clients must bring their documentation to our offices immediately on instructing TDLS. Alternatively, clients who are unable to attend in person may send us certified copies (i.e. certified by either a GP, solicitor, chartered legal executive or Justice of the Peace) of the identity and address documentation.

- g. If you are unable to attend the office, or if deemed necessary, your identity will be verified by electronic means. We use the company Veriphy to complete these checks and reserve the right to charge a disbursement of £5.00 per person for this service.
- h. TDLS's policy is not to accept cash from clients in excess of the sum of £1,000. If you try to avoid this policy by depositing cash directly with our Bank, we may decide to charge you for any additional checks we decide are necessary to prove the source of the funds. Where we have to pay money to you, it will be paid by cheque or bank transfer. It will not be paid in cash or to a third party.

8. Forms of Communication

You may wish to communicate with us by email. If you provide us with your email address as a point of contact, or ask for advice by email, we shall assume your implicit consent to reply by email. If not and in the absence of discussion on the point, we shall communicate with you by letter or by telephone. Please note that despite the fact that the email may arrive instantaneously, it does not mean that the reply will be instantaneous. Matters are dealt with on a priority basis, regardless of the form of communication.

We must draw your attention to the fact that emails can be intercepted and may be read by third parties unless they are encrypted. As we do not encrypt emails we will not communicate by email unless you have either given explicit or implicit consent.

9. Charging

- a. For fixed fee matters, such as Wills and Lasting Powers of Attorney, the fee will not change. A record of these fees available in print and on our website. The fixed fee includes a maximum of two meetings, either in person or otherwise. This includes the meeting to take your instructions and one subsequent meeting to sign documents if this is required. If further meetings are required these will be chargeable at the hourly rate set out below with a minimum fee of thirty minutes in all cases.
- b. Most fixed fee matters proceed without issue. However if a fixed fee matter becomes more complex (such as the introduction of many more beneficiaries or a trust) and it is necessary to review the fee charged, this will be advised in writing and agreed before the fee changes.
- c. Unless we agree a fixed fee for your work our fees will be charged at the hourly rate with reference to the time spent by fee earning staff dealing with your matter. This includes, but is not limited to, attendance upon you and others, advising you, dealing with correspondence and paperwork, emails and telephone calls.
- d. The current hourly rate is £225.00 per hour. This is reviewed annually but will not necessarily increase. You will be given notice in writing of any increase.
- e. Routine letters sent out are charged at 6 minutes a page, telephone calls in 6-minute units and consideration of letters received at 3 minutes per page.
- f. We do not charge for routine photocopying or postage. If excessive photocopying is required we reserve the right to make reasonable charges and these will be agreed beforehand. We do pass on charges for registered post (where appropriate) and for bank transfers.

- g. We shall invoice you as frequently as is appropriate in all the relevant circumstances. For fixed fee matters this is on production of completed documentation and for ongoing matters at natural intervals – such as to Grant of Probate or quarterly as is appropriate.
- h. If you wish we can agree a fixed fee for matters that would normally be charged by the hour and this will not change unless the work to be undertaken has changed, or unforeseen matters arise. In any case, if any fixed fee is to increase, we shall advise you as soon as we are aware. Usually a fixed fee would be related to the upper estimate provided.

10. Payment

- a. A payment on account will be required on instruction of TDLS. For fixed fee matters this will be 75 – 100% of the total fee payable. For non-fixed fee matters a reasonable sum will be agreed to allow for disbursements and money on account of fees.
- b. Where money is not held on account or insufficient money is held, our invoices are payable within 28 days of the invoice date and prompt payment is appreciated.
- c. If any money is paid on account this will be held in our client account and any balance due to you will be paid to you, along with any interest payable, in accordance with the CLC accounts rules.
- d. Disbursements are expenses paid on your behalf and payment of any such expenses will be required in advance.
- e. If a case is not concluded due to inaction on the part of the client, and work has been completed by TDLS, we reserve a right to charge a reasonable fee for work completed after reasonable notice is provided to the client. Due to the associated costs of closing inactive files, if you then wish to complete your matter there will be an additional charge in line with current charging rates.
- f. If there are fees due to us which are undisputed we are entitled to offset this to any credit balance which may be due to you that is held in our client account in respect of the matter. We shall notify you of this without undue delay.
- g. We are happy to accept payment by BACS, cheque and both Credit and Debit card. You can also pay us by PayPal or by card payments online if you request a payment link. All payment methods are free.
- h. In the event of non-payment of charges due, we reserved the right to suspend work on the case in hand until any overdue balances are settled.
- i. Please be aware that law firms are often targeted by fraudsters. We will never change our bank details and advise you by email. The client account details will be provided to you at the outset and these details should be used for the entirety of our course of dealings.

11. Have a query about your bill

Please contact us as soon as you are aware of an issue. As we are very clear about our charges, and we do not charge VAT, we generally assume that the bill you receive from us will not come as a surprise to you. If after speaking to us you wish to complain about any aspect of our bill then you should follow the complaints procedure which is set below in point 21.

12. Client bank account/interest

- a. TDLS operates a client account (“Client Account”) with Lloyds Bank plc (“the Bank”). Any monies which we may hold on your behalf will, unless you otherwise instruct us in writing, be placed in the Client Account. Some or all of these monies may from time to time be transferred by us to a client deposit account at the Bank.
- b. Where money is held on a separate designated deposit account we will account to you for all interest earned on the designated deposit account.
- c. Subject to paragraph (d) below, where monies are held in a general client account we will pay interest on the balance or balances held over the whole period for which cleared funds are held, at the rate offered by Lloyds Bank plc from time to time on the general client account.
- d. We will not pay interest on monies held in a general client account:
 - i. where the amount calculated is £25 or less;
 - ii. on money held for the payment of counsel’s fees once counsel has requested a delay in settlement.
 - iii. You should be aware that as the money will normally be held in an instant access account in order to facilitate your transaction, you are unlikely to receive as much interest as you might have been obtained if you held and invested the monies yourself.
- e. TDLS’s liability to you in respect of any monies held on our client account and/or deposit account shall be no greater than you would be entitled to recover from the Financial Services Compensation Scheme or any Government backed relevant compensation scheme that may be in force at the time in the event of the insolvency of the Bank.

13. Instructing us as an Executor or Trustee, Attorney or Deputy

Kirsty Claridge can act as Executor and Trustee, Attorney or Deputy as required, and will employ the services of TDLS when necessary to do so. The role of Executor and Trustee, Attorney or Deputy is a personal one. Where applicable, we will not exercise any discretion in relation to the management of investments held by Trustees. We will participate in investment strategy discussions with fellow Trustees, the results of which will be strictly recorded.

Acting as Executor and Trustee, Attorney or Deputy is acting in a fiduciary capacity, and a responsibility upon the fiduciary to act in the best interests of the client. Where appropriate and allowed by law, Kirsty Claridge will employ the services of TDLS to act as agent.

When acting as Trustees, we will follow the code set down in the Trustee Act 2000 to the latter. All decisions to buy, sell, subscribe for or underwrite investments or to make or sell a particular investment or class of investments are only to be taken in accordance with the advice given by a person who is reasonably believed to be qualified to give it by his ability in and practical experience of financial and other matters relating to the proposed investment. The costs of obtaining this advice would always be the responsibility of the Estate or Trust.

14. Confidentiality

Sometimes we may ask other companies or people to do typing, photocopying, archiving, shredding, compliance or other work on our files to ensure work is carried out in a prompt and cost-effective manner. We will always seek a confidentiality agreement with any outsourced providers. If there is any reason that you

do not want your file to be outsourced please tell us as soon as possible, but please bear in mind that this may result in additional expense which we reserve the right to charge.

External firms or organisations may conduct audit or quality checks on our practice. These external firms or organisations are required to maintain confidentiality in relation to your files. The firm is authorised and regulated by CLC Regulation who will have access to files and records to perform their regulatory functions from time to time.

We are professionally and legally obliged to keep your affairs confidential. However, we have a strict responsibility to the Law and we may be required by statute to make a disclosure to the National Crime Agency where we can reasonably suspect or know that a transaction may involve any criminal activity such as tax evasion, money laundering or terrorist financing. If we make a disclosure in relation to your matter, we may not be able to tell you that a disclosure has been made. We may have to stop working on your matter for a period of time and may not be able to tell you why.

15. Data Protection – Clients Informed Consent

- a. TDLS is obliged to follow the regulatory requirements under the General Data Protection Regulation (“the Regulations”) and is committed to complying with its obligations under those Regulations.
- b. It is important that you are informed how we will use your personal information, and that you consent to us holding and using it in providing services to you.
- c. We undertake to process your personal data in a lawful and fair manner and to ensure that such information is adequately protected.
- d. We will use such information in providing legal services to you, and this may include making checks required by CLC Regulation or any third party in order to comply with legal requirements, such as credit and money laundering checks.
- e. We will process and keep personal information (personal data) and sensitive personal data (as defined in the Regulations) in providing services to you, in accordance with our Privacy Policy.
- f. We will enter such information onto our database and make details available to the partners and staff of TDLS for the purpose of improving our knowledge about you and the services to be provided to you.
- g. We will use such information to assist us in providing additional services to be undertaken by third parties. Examples of third parties would be barristers, financial institutions, financial advisers or other fields from whom specialist opinions, advice or guidance may be required.
- h. TDLS is a registered data controller and is registered with the Information Commissioners Office in accordance with Data Protection legislation.

16. Use of Documents

The documents, advice and written text we will provide to you are for your sole use and not for the use of any third party unless we have expressly agreed in writing to the contrary. You may not reproduce in any form any text, deeds or documents provided to you either for your own use or the use of any other person whether for commercial gain or otherwise.

In the event that this is not adhered to, you agree to pay TDLS either for loss of revenue or indemnify us in respect of any claim resulting from any unauthorised disclosure by you or by any person to whom you have disclosed (to include for negligence) of our advice and opinions, whether in writing or otherwise. This indemnity will extend to the costs of defending any such claim. We reserve the right to pursue matters in breach of this clause through the Courts, for loss of revenue and consequential or other foreseeable losses or costs.

We are entitled to keep copies of any documents provided by you for a minimum period of six years and those produced by us indefinitely.

17. Storage of papers and documents

When your matter is concluded, we will return to you any original or sensitive documents or other paperwork that is not a direct response to our communications, including all probate papers provided for the purposes of obtaining valuations (such as historic bank statements and tax returns). We will store only the documents related to our conduct of the matter. We will store the file for a reasonable period of time after file closure (approximately six years). The file will be destroyed at any point after this period of time has lapsed at our discretion.

If there are outstanding fees or expenses for the work we have carried out we reserve the right to keep your papers, deeds, files, Wills or other documents until all outstanding payments have been made.

We will store executed Wills at your request, and no charge is made for this. We cannot hold any other deeds or documents for you. If you wish for your Will to be registered with 'Certainty' there is a £30.00 charge to do this, payable to Certainty. Your Will will be stored in a fireproof, locked safe of the standard required by our insurers. You can also lodge your Will with the Probate Registry yourself for a fee of £20.00 per document.

18. Equal Opportunities

We have an anti-discrimination policy both in relation to our associates and prospective clients. We will not discriminate on the grounds of race, colour, ethnic or national origins, sex, creed, disability, sexual orientation or religion.

19. Limitation of Liability (Two Million Pounds)

TDLS carries professional indemnity insurance as required by CLC Regulation. Information about TDLS's Insurance policy is available for inspection at TDLS's office during normal business hours.

The limit of TDLS's liability whether in contract, tort (including negligence), breach of statutory duty or otherwise in respect of any claim or a series of claims which are related, including expenses, legal fees and any other costs howsoever arising, is £2,000,000 (two million pounds). We will not be liable for any consequential, special, indirect or exemplary damages, costs or losses or any damages, costs or losses attributable to lost profits or opportunities. You agree that the cap on liability is fair and reasonable having regard to all of the circumstances which were, or ought reasonably to have been, known to you or in your contemplation at the time of any engagement or provision of services by TDLS. You may seek to obtain legal services elsewhere without such limitation.

The contact address for our insurers is International General Insurance Company (UK) Ltd of Forum House, 15-18 Lime Street, London, EC3M 7AN.

We can only limit our liability to the extent the law allows. In particular, we cannot limit our liability for death or personal injury caused by our negligence.

Our cover is limited to work carried out for UK residents only.

If you make a valid claim against us for a loss arising out of work for which we are legally responsible, and we are unable to meet our liability in full, you may be entitled to claim from the Compensation Fund administered by the Council for Licensed Conveyancers, We Work, 131 Finsbury Pavement, London EC2A 1NT from whom full details can be obtained.

20. Acting as Ancillary Intermediaries Insurance Code

TDLS are not authorised by the Financial Conduct Authority. However, we are included in the register maintained by the Financial Conduct Authority so that we can carry on Insurance Distribution Activities, which is broadly advising on, selling and administration of insurance contracts. This part of our business is regulated by the Council for Licensed Conveyancers, and arrangements for complaint or redress if something goes wrong are subject to the jurisdiction of the Legal Ombudsman (www.legalombudsman.org.uk),. The register can be accessed via the Financial Conduct Authority website at <https://register.fca.org.uk>.

21. Problems

Even in the best-run businesses problems occur from time to time. We believe that the effect of problems can be minimised if those involved communicate at an early stage. The first step if you believe there is a problem is to tell us, as we may be unaware of it. The next step is to discuss it, as a quick and economical solution can often be found if a problem is dealt with early enough.

If there is any aspect of our service or our fees with which you are unhappy, then you should advise Kirsty Claridge in person, by telephone or email or in writing using the contact details on our letterhead as soon as possible, advising the issue at hand, and we will do everything we can to resolve it. If it has not been possible to resolve things satisfactorily in this way, please write to us detailing the specific reasons for your complaint and it will be properly investigated. A response will usually be issued within 7 days, or if this is not possible, then it will be acknowledged within 7 days and a full response issued within 28 days.

If the complaint is not resolved, or you have not received a response within 8 weeks, you can refer a service complaint to the Legal Ombudsman as the provider of the statutory complaints scheme for service complaints. Such complaints relate to the quality of the service you have received and include allegations about delay, failure to provide case progress updates to clients, or issues relating to fees and costs. The Legal Ombudsman can be contacted on 0300 555 0333, or you can email them at enquiries@legalombudsman.org.uk or write to them at PO Box 6806 Wolverhampton WV1 9WJ. Complaints must be referred to the Ombudsman within 6 months of the date of our final written response on your complaint. A complaint must be made to the Legal Ombudsman within 6 years from the date of the act or omission in question or within 3 years from when you should reasonably have known there was a cause for complaint.

Please note that our regulators, The Council for Licenced Conveyancers (CLC) does not operate a general complaints service about CLC regulated persons (us). The CLC can only investigate complaints about the professional conduct of a CLC regulated person/practice. They do not have power to award compensation for poor service or to reduce or refund your legal fees. If you wish to complain about the conduct of a CLC Regulated practice please contact https://www.clc-uk.org/consumers/reporting-problems/?utm_source=MortFinOct&utm_medium=&utm_term=&utm_content=&utm_campaign=

Alternative dispute resolution bodies (such as ProMediate (UK) Limited) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. We do agree

to use ProMediate (UK) Limited of Brow Farm Top Road, Frodsham, WA6 6SP and the timescale for contacting them is twelve months.

22. Consumer Contracts Regulations 2013 Applying To Our Services (Distance Selling, on-premises and off-premises Contracts)

If you are a client instructing us other than in the course of business the provisions of the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 may apply to the work we undertake for you and you may be entitled to cancellation or “cooling-off” rights in certain circumstances. You will be advised if this is the case. Depending on where the first meeting was held, the contract will either be “on-premises” contract, and the terms are covered by this retainer letter, or “off-premises” (“distance selling”) contract, where we will provide you with both commencement and cancellation forms as required by the regulations. Please note we will be unable to commence work on your instructions unless you sign the commencement form.

Where these regulations apply, you have the right to cancel this agreement within 14 days without giving any reason. The cancellation period will expire after 14 days from the day the contract between us was entered into.

We are obliged to inform you that if you agree to services starting in what would otherwise have been the cancellation period, the right to cancel would not be lost, but you may incur some liability for our charges. If you requested that we begin the performance of services during the cancellation period, you must pay the amount in proportion to what has been performed until the time you communicated to us your cancellation from this contract, in comparison with the full projected cost of the contract.

We have taken the decision that in order to ensure consistent compliance with the requirements of these Regulations all private (i.e. non-business) clients will:

Be given a 14-day cooling-off period as required under the Regulations (whether or not the Regulations apply), and

Will have to sign the Commencement of Work Notice if we are to start work within the cooling-off period.

23. Termination

- a. If for any reason you feel unable to proceed with your matter after agreement has been reached, you are always able to ask us to cease work, and we will take no further action.
- b. To terminate your instructions, please do so in writing. If there is money outstanding or if your matter is mostly completed, there will be a reasonable charge made for the work that has been carried out to date.
- c. We may terminate our retainer with you in the following circumstances:
 - i. if you fail to provide us with instructions required to progress your case;
 - ii. if a payment on account requested is not made, or if a bill remains unpaid after the date it is due;
 - iii. if we feel that we can no longer act in your best interests or;

- iv. if we have any other reasonable grounds for refusing to act for you.
- d. In the event that we feel that we must terminate our retainer, we shall give reasonable written notice of our intention to terminate, including the reasons for this. We shall send with the notice a bill for all costs and expenses incurred to this date.
- e. Your documents will be returned to you once all outstanding fees have been paid.

24. Unforeseen events

We exclude our liability to you for any failure to complete our work that is caused by circumstances beyond our control. If this failure continues for a period of seven days, either of us shall be entitled to terminate our agreement with immediate effect by giving the other notice in writing. Neither of us shall be liable to the other as a result of the termination. We have business continuity plans in place if matters are delayed due to illness or death of TDLS personnel.

As we have seen with the Covid-19 pandemic, from time-to-time external circumstances prevent your matter from proceeding within the timeframes expected. In particular, third-party companies on whom we rely for information or registration can be affected in unforeseen ways. Delays such as this are outside of our control.

25. Privacy Policy

Please refer to our Privacy Policy online at <http://www.tdls.co.uk/privacy-policy/> or a printed copy available on request.

26. Tax Advice

Whilst TDLS will draft Wills so as to comply inheritance tax thresholds TDLS does not offer tax advice. If this is required by a client they will be directed to an appropriate individual who is registered with the Financial Conduct Authority to provide such advice.

27. Conflicts of Interest

As far as we are aware, there is no conflict of interest to prevent us from acting for you. If such a conflict arises or we become aware of a conflict we will contact you to discuss this. If a conflict does arise then we may have to cease acting for you. Please advise us if any conflict of interest that we may not be aware of comes to your attention.

28. Consent

By signing and returning these terms and conditions you are giving us positive consent to obtain, store, process and/or destroy the information about you as stated above, in providing legal services to you. If you provide information regarding third parties (such as personal information for LPA attorneys), please ensure that you have their consent to do so.

29. Conclusion

Unless superceded or otherwise agreed these Terms and Conditions of Business shall apply to any future instructions given by you to TDLS. Although your continuing instructions in this matter will amount to an acceptance of these Terms and Conditions of Business, it would be helpful if you would please sign and return one copy for us to retain on our file.

I have read, understood, and I accept the Terms and Conditions of Business as set out above. TDLS are not currently registered for VAT.

Signed:

Dated:

Signed:

Dated:

Cancellation form

To: The Deans Legal Services Ltd:

I/We: _____ (Name/s)

_____ (Address)

hereby give notice that I/We cancel my/our contract for the supply of the following service/s:

Agreed on _____ (date)

Signature/s: _____

Date: _____

Do you want us to start work immediately?

Please sign below only if you wish us to commence work within 14 days of commencing your contract with us. If you sign and return this form you will still have the right to cancel this contract within 14 days of the date of this agreement, but you will incur the liability of payment of a reasonable amount for the work done up to the point at which you notify us of cancellation.

I/We hereby give notice that I/we wish you to commence work in relation to my/our contract for the work agreed:

..... Signed Dated

..... Signed Dated

By signing this form, you are asking for us to go ahead and start work immediately. If for any reason you decide to cancel then this may still be possible without incurring charges – please just give us a call within 24 hours and we will do our best to accommodate you. Otherwise you will be responsible for any reasonable fees incurred until the point of cancellation.