



## **Terms and Conditions**

How to be eligible for our fixed price guarantee!

- Provide full and honest instructions relevant to your matter to us, after all, your instructions form a large percentage of what we base our fixed price fees on. That is it, no tricks, no catches just be honest and tell us everything!

Exceptions to the fixed price guarantee

- In the event you have failed to provide full and honest instructions, if there is any material change in the circumstances or your instructions that might impact on your matter, we may be required to issue you with a revised fixed fee and estimate of expenses and is not covered by the guarantee;
- In the circumstances that you refuse to follow our reasonable legal advice, or you won't co-operate in your matter and do all that we reasonably request of you in a timely manner, we may be required to issue you with a revised fixed fee and estimate of expenses and is not covered by the guarantee;
- If there is legal work our team are required to complete on your behalf that we have 'overlooked' charging you for, when determining your fixed price for our service, we guarantee we will not issue you with a revised fixed price agreement from our mistake and we will complete this additional work at no charge to you!