



## **LEGAL MARKETING EXPERTS UK LTD & LME MOVE TERMS OF BUSINESS**

### **Client Care Information:**

It is important that you are aware of our terms of business and this document sets them out for you.

### **Standards of Service:**

Legal Marketing Experts UK Ltd and LME Move operate an overarching philosophy to provide property/legal professionals and the general public throughout the UK with a full range of property/marketing services that are professional and covered by our comprehensive indemnity insurance. Our services are competitively priced and supplied with a first class service, backed by our friendly customer care team for full before, during and after sales support and client care. We provide our service in a manner to suit you – either via our on-line ordering and tracking system, by email or by phone. We strive to provide you with a quality service which is fast, accurate and professional at all times. We will keep you informed of the progress of your order and return any associated documentation to you as soon as possible. We are always on hand, either by telephone or email, to help with any queries you may have.

### **Hours of Business:**

Our HQ offices are open 9.30am – 5.30pm Monday to Friday, with our out of hours e-mail and mobile response service available Mon-Sun 9am-10pm for property related emergencies outside of these times.

**Out of hours: Mobile: 07808 932559 E-mail: info@lmemove.com**

### **Professional Standards:**

All Legal Marketing Experts UK Ltd and LME Move contractors/suppliers are members of their appropriate trade bodies and carry the necessary indemnity and liability insurance for works carried out. Legal Marketing Experts UK Ltd and LME Move only use fully checked, qualified and insured contractors and personnel and carries out due diligence checks on all contractors and suppliers.

### **Our Fees and Charges:**

Our fees for providing you with services will always be agreed with you at the outset. If we are required to make any increases to our charges we will always inform you.

### **Cancellation Policy:**

Legal Marketing Experts UK Ltd and LME Move appreciate that there are times when it may become necessary to cancel work instructions you make to us. Where cancellation notice is provided to us in writing / via e-mail with a minimum of 48 hours notice of the commencement date for the delivery of the requested service Legal Marketing Experts UK Ltd and LME Move will not charge any cancellation fee.

**Exception to this 48 hour notice policy is where works orders have required the pre-order of resource materials (physical or virtual) in advance of the work order start date. In which case a cancellation fee will be charged for full material costs and pro-rata cost for time spent in procurement.**

For orders where less than 48 hours cancellation notice is provided Legal Marketing Experts UK Ltd and LME Move reserve the right to charge a full or part cancellation fee, based upon the exact nature of the work order. This fee will be advised to you at time of cancellation. In some circumstances Legal Marketing Experts UK Ltd and LME Move reserve the right to waive the cancellation fee - this decision is at the sole discretion of Legal Marketing Experts UK Ltd and LME Move and is taken on a case by case basis.

### **Payment and Interest:**

Payment of our costs are due within 28 days of our invoice being submitted to you. You may make payment to us by direct debit, cheque, credit/debit card, BACS, TT or CHAPS. We reserve the right to charge late payment fees of 3% on invoices which remain unpaid past 28 days. In addition, we also reserve the right to place your account on stop and decline additional work instructions from you if your invoices remain unpaid past 28 days. Once full payment is received your account will be reactivated with us again.

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**Concerns About Service:**

We are committed to providing a high quality service to all our clients. If you have reason to complain, please contact us with details and we will respond to you within 5 working days to acknowledge your concerns, and within 20 working days to hopefully resolve any issues. If you remain dissatisfied with our final response, you may refer your complaint to the Office of Fair Trading.

**Professional Indemnity Insurance:**

Legal Marketing Experts UK Ltd and LME Move carry £1 million Professional Indemnity and £2 million Public/Products Liability insurance cover for your added protection and peace of mind. We are currently insured with DUAL Corporate Risks Ltd (Policy Numbers PO03 021576041 & PC/017032/00000144).

**Company and VAT Number:**

Our Company Number is 7339151 and our VAT number is 109243728. Our registered office is Unit 11 Farfield Park, Manvers, Rotherham, S63 5DB

**RICS Surveys & Legionella Risk Assessment Complaints & Liability:**

Legal Marketing Experts UK Ltd and LME Move are not surveyors or surveying companies and do not contract directly with you, the Client, for the supply of these specific services. Legal Marketing Experts UK Ltd and LME Move act as agents for the Surveyor or Legionella Risk Assessment Firm. Contracts for the provision of the Service are entered into between the Surveyor or Legionella Risk Assessment Firm and the Client. The Client and the Surveyor or Legionella Risk Assessment Firm will be bound by the relevant Firm's Terms and Conditions and the Client should confirm their acceptance to the Terms and Conditions in accordance with RICS or associated requirements. The Client's rights in respect of the Service provided by the Surveyor or Legionella Risk Assessment Firm are against the Surveying or Legionella Risk Assessment Firms. Any payment for the Service paid to Legal Marketing Experts UK Ltd and LME Move by the Client will be handled by Legal Marketing Experts UK Ltd and LME Move as agents for the Firms. Legal Marketing Experts UK Ltd and LME Move do not take any responsibility for the Service provided by the Firms or associated employees. Legal Marketing Experts UK Ltd and LME Move do not accept any liability in relation to the Service provided by the Surveyor Firm, Surveyors or Legionella Risk Assessment Firm.

Legal Marketing Experts UK Ltd and LME Move do not carry Professional Indemnity Insurance for the provision of RICS Surveys or Legionella Risk Assessments . As such the Service provided by the Surveyor Firm, Surveyors and/or Legionella Risk Assessment Firm will be indemnified by the relevant Firm and it's Professional Indemnity Insurance and in accordance with RICS / other professional body requirements.

Client complaints and disputes relating to RICS surveys and Legionella Risk Assessments should be resolved by the respective Firm in accordance with the complaints procedure set out in the Surveyor or Legionella Risk Assessment Firm's Terms and Conditions.

If the Client is entitled to receive a refund for the Service due to an error, omission or complaint relating to the Service, the Surveyor or Legionella Risk Assessment Firm will bear the full cost of this refund payment to the Client without any undue delay.

If a claim from any related or third party arises where the Surveyor or Legionella Risk Assessment Contractor has made an error, omission or been otherwise negligent, the Surveyor or Legionella Risk Assessment Contractor will handle this via their complaints procedure set out within its Firm's Terms of Engagement.

Legal Marketing Experts UK Ltd and LME Move will invoice the Client for arranging the Service as agent for the Surveyor or Legionella Risk Assessment Firm only. The Surveyor or Legionella Risk Assessment Firm will invoice Legal Marketing Experts UK Ltd and LME Move for completing the Service on behalf of the Client. For the avoidance of doubt the contract for the Service is to be between the Surveyor or Legionella Risk Assessment Firm and the Client. Legal Marketing Experts UK Ltd and LME Move is only acting as agent in introducing the Firms to the Client and accepting payment by the Client on behalf of the Firms.

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**Provisions for Legal & Regulatory Compliance - RICS Surveys & Legionella Risk Assessments:**

The Client instructs the Surveyor Firm to carry out the Service. Legal Marketing Experts UK Ltd and LME Move is not a related party in the contract to carry out the Service and acts solely as an Introducer for the Client to the Surveyor or Legionella Risk Assessment Firm. The Firms will at all times adhere to its' obligations to RICS and relevant regulatory bodies when acting for a Client.

**Confidentiality:**

Information received in relation to your business and/or clients will be treated as confidential. By your acceptance of our terms, you agree that we may disclose to other persons involved in providing our services and/or products such information we consider necessary to enable us to do so. Subject to this we shall not disclose information to any other party without your consent unless required by law to do so.

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 our clients.

We can give no guarantee regarding the confidentiality, security or otherwise of email, phone, fax or other frequently used forms of communications which we often use to speed the process.

**Data Protection:**

We use the information you provide for the provision of our services in accordance with your instructions and for related purposes including updating and enhancing client records, analysis to help us manage our business, statutory returns, legal and regulatory compliance. Our use of that information is subject to your instructions; the provisions of the Data Protection Act 1998 and our duty to observe confidentiality.

Our work on your behalf may require us to give information to third parties. You have the right of access under data protection legislation to the personal data we hold about you. We may send you information which we think may be of interest to you. Please notify our office if you do not wish to receive such information.

**Equality and Diversity:**

Legal Marketing Experts UK Ltd and LME Move are committed to promoting equality and diversity in all dealings with clients, third parties and employees, and are required to produce a written equality and diversity policy. Please contact us if you would like us to send you a copy of that policy.

**Applicable Law:**

Any dispute or legal issue arising from our terms of business will be determined by the law of England and Wales and considered exclusively by the English and Welsh courts.

**If you have any queries regarding these Terms of Business, please do not hesitate to contact us.**