

## **Terms and conditions – LegalMentor.co.uk**

For the administration of a court claim or other assistance by LegalMentorCoUK Limited on behalf of the client for the fee(s) set out on the website at the time of payment under the terms of this agreement.

The services provided by LegalMentorCoUK Ltd (trading as LegalMentor.co.uk) include but are not limited to: serving notices; helping the client to draft and/or issue claims or other statements of case; ensuring that advocates are instructed to attend court on behalf of clients; and arranging for the appointment of bailiffs to evict tenants. Clients can cancel within 14 days of purchase for any service, although a reasonable amount for any services provided before cancellation may be levied.

Terms. It is understood and agreed by both parties that:

- 1) The fees charged to the client are not solicitors' fees but administrative fees to help the landlord through the paperwork and/or arrange representation. (We are not solicitors. LegalMentorCoUK Ltd is an agency or consultancy, which helps clients to administer their own claims). Hence:
  - a. LegalMentorCoUK Limited is not regulated by the Solicitors Regulation Authority (the 'SRA') but remains subject to the law of England and Wales as a registered company. The advocate that attends court with a client may be supervised and instructed by solicitors, or may be otherwise qualified to attend;
  - b. Any work we do is not by solicitors and/or on the court record, and we do not 'have conduct' of your matter at any time. Except at your hearing when an advocate may have been instructed or paid to represent you, you will be acting 'in person' at all times in your legal matter albeit with our help;
  - c. Any help given by LegalMentorCoUK Limited and/or its lawyers to assist a client in taking a particular course of action remains the risk and responsibility of the client.
- 2) Sometimes we will arrange for a solicitor or solicitor's agent to be instructed to attend court for you under CPR PD 42, Paragraph 1.3, in which case the solicitor will only be instructed to provide advocacy at the hearing, and will not be 'on record' as acting for you in your matter. The solicitors include but are not limited to: Jeffrey's Solicitors 81 St Telio Street, Pontarddulais, Swansea SA4 8SS; and Ashley Taylors Legal Limited 11 Horstead Square, Uckfield TN22 1QG. Information about these SRA regulated solicitors is available on request.
- 3) Although not subject to regulation by the SRA, LegalMentorCoUK Limited remains bound by these core principles to the benefit of the client: upholding the rule of law, acting with integrity, not allowing its independence to be compromised, acting in the best interests of each client, providing a good standard of service, and not behaving in a way that is likely to diminish the trust the public places in the legal profession and the system of civil justice in England and Wales.
- 4) The client and their agents promise to provide all information and paperwork relating to the claim promptly and securely when requested, and to ensure its accuracy, and to fulfil all reasonable requests, in order to assist in the swift and expeditious administration of the claim.
- 5) The total cumulative liability to the client of LegalMentorCoUK Limited is agreed to be reasonably limited to the sum agreed as the contract price, both before or after the completion of the service by LegalMentorCoUK Limited. The exclusion or limitation of liability under the agreement shall exclude or limit such liability not only in contract but also in tort or otherwise at law.
- 6) This contract forms the terms of any agreement with LegalMentorCoUK Limited and is available to view prior to payment by clicking onto the relevant pages of the website. By paying it is understood by the client that the terms set out in this contract are accepted, and that any refunds for changed circumstances are at the discretion of LegalMentorCoUK Limited.
- 7) The client agrees to waive all rights under the Data Protection Act 1998. LegalMentorCoUK Limited undertakes to safely keep, destroy or return all hard copy papers provided by the client, and to keep the affairs of clients and former clients confidential except where disclosure is required by law or the client.
- 8) The client agrees to contact LegalMentorCoUK Limited to opt out of any marketing communications. LegalMentorCoUK Limited undertakes to not pass on any data to third parties for marketing or sales purposes.

**I have read the terms of this agreement carefully and understand that by paying I agree to these terms.**

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*If you feel that we have provided a good service please contact us with your comments, or email us at [office@legalmentor.co.uk](mailto:office@legalmentor.co.uk). Your feedback is extremely helpful for us to keep improving our service.*