



BUSINESS ADVICE MEETING

90 minutes of legal advice for all of your business needs

talbots
FOR LAW FOR LIFE



Business advice — What do you get?

We understand that when running your own business, you are in control; that includes your spending. So we have introduced a fixed price meeting specially catered to your needs.

For £250 plus VAT, Talbots offers a 90 minute face to face business advice meeting with a specialist solicitor who can provide business law advice, answer any questions you may have and provide you with all the information you need regarding any issues you may have. Not only that, but you are under no obligation to take matters further, all your business needs could be settled within this 90 minutes, and we are no longer needed.

So, what do you get from our Business Advice Meeting?

You will receive...

- 90 minutes with a business lawyer who is specialist to your individual and business needs.
- Answers to your questions about your business needs or situations facing your business.
- Reading through and reviewing any documents you may have received.
- Assisting you in the filling in of important legal documents or the writing of difficult correspondence.
- Advice about legal proceedings, how to move forward and what you should do.

Access to legal knowledge, tailored to your individual situation

Direct legal advice, specifically to your situation. We will offer all of our knowledge to help you resolve your situation as quickly and efficiently as possible. Giving you the advantage, without ensuing dramatic legal costs.

Face to face legal advice with a solicitor who understands business as well as Law. We will get to know your business objectives, aims and values in order that we can provide a detailed, trusted and tailor made service that your business needs.

Advice you can understand

We know that legal correspondence can be confusing. Well Talbots offers practical advice with all the facts in plain English, giving you the time to focus on more important things.

**Call free today on 0800 118 1500, or visit www.talbotslaw.co.uk
and book your Business Advice Meeting with a specialist solicitor**

Business Advice Meeting TERMS & CONDITIONS

Here's what you need to do

How to get your business advice for £250 plus VAT.

1 Call, or email today!

The first thing you need to do to book your business advice meeting is call 0800 118 1500 and find out first if we can help you with your situation before we book you in. We will also tell you exactly what to bring with you and we can find out if the information you need is for you personally, or for your business as a whole.

2 Read and Sign

In this booklet you will find a copy of our terms and conditions. Provided you have read and are happy with everything outlined to you, sign at the bottom and bring this along to your meeting. This ensures that the entire 90 minutes of our meeting is dedicated to helping you, rather than having to fill out forms at the beginning.

3 Pay £250 plus VAT

The next step is paying for your business advice meeting. You can either pay the full £250 + VAT in advance (over the phone, online, by cheque, credit or debit card) Or on the day of your appointment in office, it's totally up to you!

4 Your meeting-90 minutes

We understand that your time is extremely precious and therefore, we want to find a time to suit you and your business needs. Your meeting of 90 minutes is yours, plan ahead, write questions, bring all correspondence with you and make sure you know what outcome you want from this meeting. We at Talbots want to make sure you receive all the information you need and get as much legal advice as you would like to go forward.

5 Over to you

When your 90 minutes are over, you will then have the option to continue alone or to instruct us to help with your business needs. Our aim is that we will have provided you with every bit of information you and your business needs to continue without us.

Business Advice Meeting TERMS & CONDITIONS

You:

Your Title: _____ First Name: _____ Surname: _____

Email Address: _____ Telephone No.: _____

Address: _____ Post Code: _____

Is this advice for? You personally Your Business

Business Name: _____

Address: _____ Post Code: _____

Type of business: Sole Trader Partnership Limited Company PLC LLP

Signature: _____ Print Name: _____

Us: Talbots Law Ltd authorised and regulated by the Solicitors Regulation Authority (no. 596234). And our trading name is Talbots Law Limited, company number 8058015, registered office 63 Market Street, Stourbridge DY8 1AQ.

1. For the fixed cost of £250 plus VAT you are buying the right to up to 90 minutes of: Talbots' Business Advice Meetings (TBAM). It will be provided to you by one of our lawyers who is a specialist in the general area of: law but not necessarily having previous experience of your particular legal problem or: situation. It will take place at our offices (unless you prefer it to be provided by telephone) and can be arranged to take place when our offices are open during our usual office hours between 8am and 6pm, Monday to Friday.
2. You will have the right to arrange your TBAM session for six months from the date you pay for the service. Once you have paid, your money is not refundable even if you only use part of the 90 minutes. You will have the right to arrange your TBAM session for six months from the date you pay for the service. You cannot pass the right to the TBAM service to someone else without our agreement and they will also have to agree to these terms and conditions.
3. It is an important condition that you understand and accept the nature and limitations of the TBAM service. As part of the TBAM service, the lawyer will express his or her view as to how the law affects you and your business based on their general knowledge and experience of the area of the law. You can use the time to explore the legal options available to you, with the lawyer answering your questions and addressing your worries.
4. You will receive expert insight based on the lawyer's experience of the area of the law. You can use the service to help you decide what further action to take – either on your own or by instructing a lawyer. You will receive practical advice in plain English, with any legal jargon explained. You can choose to use the time to receive help writing a letter or completing a legal form or document or reviewing a document with you. We aim to leave you knowing more about where you stand and how to get the best out of the legal system.
5. **Limitations of the TBAM service**
 - (a) The advice given by us is limited to what can be achieved in 90 minutes.
 - (b) The advice is only available for legal issues governed by the laws of England and Wales. The service is not the same as instructing a lawyer to spend all the time needed to find out all the relevant facts from you, your documents and any other party and then providing comprehensive and specific advice which could take several hours.
 - (c) The advice given is based on the information you provide in the limited time available. Given the limited time, the advice will be neither comprehensive nor specific but should leave you more knowledgeable of the general area of law, even though it may not solve your problem.
 - (d) The advice will be of a general nature based on the lawyer's general experience of the area of law.
 - (e) In the limited time, the lawyer will not have time to conduct a detailed review of any documents you provide.
 - (f) The lawyer will not be able to test the strength of the evidence of any witness or the opponent. The lawyer will not be able to conduct further enquiries or investigations as part of this service.
- (g) The lawyer will only be able to take account of the facts and evidence provided by you.
- (h) If you do not provide the complete picture or miss out any facts or evidence that goes against you then the lawyer will not be able to take these matters into account when advising you.
- (i) So, if there is something important or relevant that you think we should know (even if it is unhelpful to your case) it is important that you tell us.
- (j) In the limited time, the lawyer will not have time to undertake research of the relevant case law or statutes.
- (k) If you ask us to help you write a letter or complete a form, this will be in your name and cannot be on our headed notepaper and the help we can give will be limited to what can be achieved in the limited time available.
- (l) At the end of the service our lawyer will summarise their advice and any steps you or we will take. If we provide you with any written summary of options available or action plan or draft letter during or after the TBAM service, this is strictly subject to these terms and conditions and can only be treated as a general overview based on what you told us in the limited time available. If we keep a paper record of our service to you, it is our practice to destroy this after 6 years.
- (m) With the TBAM service you will not be represented by us, instead the TBAM service is limited to one meeting of legal advice, without the costs associated with instructing us to take on your case or transaction. However, after the TBAM service you may decide to go on to instruct us, but that is separate from this TBAM service.
6. Raising queries or concerns with us/complaints
 - (a) We are confident of providing a high quality service in all respects. If, however, you have any queries or concerns about our service, please raise them in the first instance with the lawyer dealing with your TBAM session, if that does not resolve the issue to your satisfaction or if you would prefer not to speak to that person about the issue, then please contact our Complaints and Compliance Executive, either in writing or by email to compliance@talbotslaw.co.uk or by telephone on 01384 447777.
 - (b) If we are unable to resolve a complaint about our service to your satisfaction, you can ask the Legal Ombudsman at PO Box 6806, Wolverhampton WV1 9WJ, or enquiries@legalombudsman.org.uk or by telephone on 0300 555 0333, to consider the complaint. Complaints to the Legal Ombudsman must normally be made within six months of you receiving a final written response from us about your complaint, and within six years of the act or omission about which you are complaining, occurring (or if outside of this period, within three years of when you should reasonably have been aware of it).

Our regulated Code of Conduct can be found at
www.sra.org.uk/solicitors/handbook/code/contactpage

Business Advice Meeting GENERAL TERMS & CONDITIONS

1. Where we agree to provide this TBAM service personally by telephone or by video conference, then you have the right to change your mind and cancel this agreement for fourteen calendar days from the date of this agreement and then within fourteen days we will pay you a full refund.
2. Please let us know by calling 01384 445850 or by emailing info@talbotslaw.co.uk or by using the Cancellation Notice Form. If the TBAM service is arranged with you to take place during this fourteen day period, then accepting this agreement is your written request for us to provide the service at that time.
3. Once it has been provided, you are not then able to cancel the agreement.
4. We reserve the right to end the TBAM service promotion or alter these terms and conditions at any time, on giving you reasonable notice. This might be for legal, regulatory, business or policy reasons. If you go on to use the TBAM service following such a change, then you will be considered to have accepted the updated terms and conditions.
5. We reserve the right to not provide the TBAM service to you (in which case we will refund the payment made within fourteen days of notifying you). This might be for reasons such as availability, expertise, conflict of interest or your convenience.
6. The data collected by us from you in booking your TBAM session, where you agree, will only be used for the purposes of letting you know about the legal services, updates on legal matters and changes in the law; together with special offers offered by us. The data will not be provided to any third party.
7. These terms and conditions shall prevail in the event of any conflict or inconsistency with any other communications, including advertising or promotional materials.
8. These terms and conditions replace all previous versions, are correct as of 1 May 2016 and shall be governed by and construed in accordance with the laws of England and Wales, and any disputes will be decided only by the English and Welsh courts.

**Business Advice Meeting
CANCELLATION NOTICE FORM**

For your right to cancel, please complete this cancellation form

To: info@talbotslaw.co.uk or Talbots Law Ltd, 63 Market Street, Stourbridge, DY8 1AQ

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

Your Title: _____ First Name: _____ Surname: _____

Email Address: _____ Telephone No.: _____

Address: _____ Post Code: _____

Signature: _____ **Print Name:** _____

Date: _____

Talbots Law Ltd: _____

Date: _____

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Who are Talbots Law?

We are lawyers, we are local and we are here to assist you.

Talbots Law Ltd are your local solicitors with 7 branches across the West Midlands and Worcestershire. We are always striving to offer our customers the most professional and valuable service for a price reasonable to you.

We promote a **Law for Life** service unlike any other and see our clients not as customers but as life long friends. We provide a service you can trust and hope that in return you will choose us again.

We provide a variety of services ranging from:

- Trusts & Estates
- Wills and Probate
- Family Law
- Crime
- Conveyancing
- Dispute Resolution
- Residential Services
- Business Services
- Wills and Probate
- Trusts and Estates
- Mediation
- Personal injury
- Medical Negligence

And many more... to find out more about other services that Talbots provides, please call 0800 118 1500 or email info@talbotslaw.co.uk and talk to one of our expert legal advisors.

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