



Business advice meetings.

90 minutes of one-off tailored business advice for the guaranteed fixed price of only £195 + VAT.

talbots
FOR LAW FOR LIFE

Business advice – for a guaranteed fixed price

If you run your own business then you're used to being in control of your spending. And when you need legal help, we don't see why that should change.

That's why we've introduced Business Advice Meetings; 90 minutes of face-to-face advice with an experienced specialist lawyer for a set fee of only £195 + VAT, and an ideal way of getting one-off business law advice on a particular issue without any obligation to take matters further.

Here's what you'll get from our Business Advice Meetings service

90 minutes with a specialist business lawyer that can be used:

- To answer your questions or talk through a particular situation facing your business
- To review documents (reading them with you or in advance as part of your 90 minutes)
- Helping you write a difficult letter or complete legal forms

Our Business Advice Meetings are a good way to get expert legal advice, without worrying about a large legal bill.

Direct access to a lawyer's knowledge, tailored for your situation

Our face-to-face attention to you and your business will help you address your legal issues efficiently. We are here to help and we are here to give you as much business support as you want, in order to give you that competitive advantage and help you achieve your aims.

Face-to-face personal attention

Business advice, in person, from an experienced lawyer who understands 'business' as well as 'law' (after all we run a small business of our own). We'll really get to know your business and your objectives so we hope that, over time, you'll come to view us as your trusted adviser.

Practical, commercial guidance to provide expert insight

Our lawyers will apply their legal knowledge to your particular circumstances. By offering expert insight our aim is to provide you with practical, commercial guidance in plain English (without legal jargon).

Free First Advice

To get started we even offer a free telephone call-back service from a specialist business lawyer. This service is confidential and without any obligation to go on to book a Business Advice Meeting. Many people use this Free First Advice to chat through their issues - to ensure we will be able to help. Your time is valuable, so this helps us to move quickly when you do come in for your meeting.

Book your **£195 + VAT** Business Advice Meeting today,
call us on **0800 118 1500**.

Or to find out more visit www.talbotslaw.co.uk

How it works

How to get business advice for just £195 + VAT



Free First Advice

Call us on 0800 118 1500 to confirm that we can help you with your situation. It's a free service that usually lasts 10 minutes and there's no obligation for you to take things any further.

As well as being a free service for you, this also gives us essential background information to make the best use of your Business Advice Meeting time. We can also check if the advice is for you personally or whether it is on behalf of your business.



Sign terms and conditions

This booklet includes a copy of our terms and conditions.

If you are happy to proceed, then please complete your details, sign at the bottom, and bring it to your Business Advice Meeting. Then we can get straight down to discussing your legal issues when you arrive.



Book your session

Use either your Free First Advice call or go straight to www.talbotslaw.co.uk to arrange a date and time that's convenient for your Business Advice Meeting time.

We are flexible and will provide the service that best meets your needs - whether you'd prefer to book one 90-minute meeting or just your first (of two) 45-minute sessions.



Pay £195 + VAT

You can pay the full fee of £195 + VAT in advance over the phone or online or at the office on the day of your session, by cheque, debit or credit card.

We'll then send you a VAT invoice so you can claim back the VAT. Moreover if you let us know that you're not VAT registered, we may be able to offer our service for £195 inclusive of VAT - so either way your Business Advice Meeting will still only cost you £195.



90 minutes with a business lawyer

Whether you prefer one 90-minute meeting or two separate 45-minute sessions, the time is focused on your business. We'll happily provide guidance as to the best way to get the most out of your 90 minutes.



The advice you need

While this service may not be able to solve every legal issue in just 90 minutes, it's our aim that you leave us with a clear understanding of where you stand, the legal options you have and the next steps you could take to protect or grow your business.

Book your **£195 + VAT** Business Advice Meeting today,
call us on **0800 118 1500**.

Or to find out more visit www.talbotslaw.co.uk

Terms and conditions

You – Title: _____ First Name _____

Surname: _____

Address: _____

_____ Postcode _____

Phone: _____ Email: _____

Is the advice for: You personally The business

Business Name: _____

Business address: _____

Postcode: _____

What is the business: Sole trader, Partnership, Limited Company, PLC

LLP

Us: Talbots Law Limited

By signing these terms and conditions you will be entering into a binding legal contract with us. Where you accept this agreement online or provide us with your email address, you agree to receive information about this agreement and service electronically, such: as by email.

In this document “us” and “we” means Talbots Law Limited and “you” means you – the: person agreeing to these terms and conditions.

You must be aged 18 or over – otherwise you must ask an adult to consider accepting these terms on your behalf.

What are you buying?

For the fixed cost of £195 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. If you prefer, the 90 minutes can be split into 2 separate 45 minute meetings but the full charge is payable in advance of the first meeting.

You will have the right to arrange your TBAM session/s 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/s 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.

It is an important condition that you understand and accept the nature and limitations of the TBAM service.

You can use our Free First Advice service to provide background information in advance to maximise the use you get out of your 90 minutes of meeting time.

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.

Terms and conditions continued

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.

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.

Limitations of the TBAM service

The advice given by us is limited to what can be achieved in 90 minutes.

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.

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.

The advice will be of a general nature based on the lawyer's general experience of the area of law.

In the limited time, the lawyer will not have time to conduct a detailed review of any documents you provide.

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.

The lawyer will only be able to take account of the facts and evidence provided by you.

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.

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.

In the limited time, the lawyer will not have time to undertake research of the relevant case law or statutes.

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.

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.

With the TBAM service you will not be represented by us, instead the TBAM service is limited to one or two stand-alone meetings 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.

Raising queries or concerns with us/complaints

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

Terms and conditions continued

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.

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

General terms and conditions

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.

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. Once it has been provided, you are not then able to cancel the agreement.

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.

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.

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.

These terms and conditions shall prevail in the event of any conflict or inconsistency with any other communications, including advertising or promotional materials.

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.

Terms and conditions continued

Cancellation Notice Form: To use your right to cancel you may use this cancellation form:

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

I hereby give notice that I cancel my contract for the supply of the service, Customer name: _____

Address: _____

Signature of customer: _____

Date: _____

Signed by you: x

Date: / /

Signed by us: x

Date: / /

Who are Talbots?

Your local legal experts

With 7 branches across the West Midlands our solicitors are local, approachable and professional –all of them meeting rigorous quality standards to be part of our network.

We always try to offer a more personal level of attention than is often possible from large commercial law firms, but we still offer the specialist legal advice you'd expect from our experienced lawyers.

We aim for you to see us as your trusted business advisor. Service is at the heart of everything we do, which is why Talbots make all clients five key promises:

Getting started

- By getting 'Free First Advice' you'll start by speaking with a friendly legal assistant who will take your details and discuss how we can help you. That may be all that is needed to book your Business Advice Meeting or you may prefer to first have a call-back with a specialist lawyer.
- For your Free First Advice call us on 0800 118 1500.
- Alternatively, if you're already sure our Business Advice Meeting service is right for you, go straight to www.talbotslaw.co.uk, fill in the online form and we'll call you back to arrange an appointment at a date and time that's convenient for you.

