

TALBOTS' EXPERT ADVICE

How it works and how we can help you.

Legal advice on your terms

If you've got questions about how the law applies to your situation or problem, this is your chance to arm yourself with friendly advice and guidance. When solicitors' traditional time-based rates can reach £450-£500 an hour, a Talbots' Expert Advice session can give you the help you need, with up to 60 minutes of advice and the certainty of a fixed price from just £180.

Talbots' Expert Advice – What's included?

- Access to a lawyer's knowledge. They will apply their experience to your situation.
- Up to 60 minutes face to face meeting with a specialist lawyer—not an advisor following a script in a call centre.
- One to one legal advice (although you can bring a friend), from a lawyer with the expert knowledge you need.
- Practical guidance based on the information you give us.
- A one-off initial meeting with no obligation to take matters further.
- Expert insight based on the lawyer's experience of the area of law that applies to your situation. A chance to find out what's happened with cases similar to yours.
- Straightforward views of the lawyer in plain English, with no legal jargon.
- A choice on how you want to use the time: advice, questions, help drafting a letter or completing legal forms—it's up to you.
- Knowledge of your rights and options to help you decide what to do next.
- A guaranteed price—from just £180 including VAT, with no hidden extras.

**Book your Talbots' Expert Advice session today, call us
on 0800 118 1500**

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

How it works

The steps involved

1. Sign terms and conditions

On the next two pages you will find a copy of the terms and conditions. If you are happy, complete and sign them. Then give them to your lawyer at the start of your Talbots' Expert Advice session.

2. Book your session

We will arrange a convenient time with you for your Talbots' Expert Advice session, either when you call or once we have received your online form. We will need to check the details of all the other parties involved (this can be individuals as well as organisations).

3. Pay the fee

You can pay over the phone or directly at the office on the day of your session, by cheque or debit card.

4. Up to 60 minutes with lawyer

This will be a face to face meeting unless otherwise discussed. The time is dedicated to you and your legal situation. It's up to you how you use it— questions and advice or help with writing a letter or completing legal forms.

5. The knowledge you need

Our aim is that you leave the session knowing more about how the law will impact on you and that you should understand where you stand and what your next steps are.

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

Talbots' Expert Advice (TEA)

TERMS & CONDITIONS

About You:

Your Title: _____ First Name: _____ Surname: _____

Email Address: _____ Telephone No: _____

Address: _____

_____ Postcode: _____

About Us:

Talbots Law is authorised and regulated by the Solicitors Regulation Authority (No. 596234). Our trading name is Talbots Law Limited, company number 8058015, registered office Morgan House, 25/27 Hagley Road, Stourbridge DY8 1QH

- **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.**

1. What you are buying

- (a) For the fixed cost indicated in the accompanying email, you are buying the right to a Talbots Expert Advice (TEA) session.
- (b) It will be provided to you by one of our lawyers, who is a specialist in the general area of law but will not necessarily have previous experience of your particular legal problem or situation.
- (c) It will last up to 60 minutes
- (d) Once you have paid, your money is not refundable
- (e) 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. Benefits of the TEA service

To maximise the use you get out of your 60 minutes TEA session:

- (a) You will have the right to arrange your TEA session for six months from the date you pay for the service
- (b) You cannot pass the right to the TEA service to someone else without our agreement and they will also have to agree to these terms and conditions
- (c) It is an important condition that you understand and accept the nature and limitations of the TEA service.
- (d) As part of the TEA service, the lawyer will express his or her view as to how the law affects you based on their general knowledge and experience of the area of the law.
- (e) You can use the time to explore the legal options available to you, with the lawyer answering your questions and addressing your worries.
- (f) You will receive expert insight based on the lawyer's experience of the area of law.
- (g) You can use the service to help you decide what further action to take—either on your own or by instructing a lawyer.

- (h) You will receive practical advice in plain English. With any legal jargon explained.
- (i) You can choose to use the time to receive help writing a letter or completing a legal form or document.
- (j) We aim to leave you knowing more about where you stand and how to get the best out of the legal system.

3. Limitations of the TEA Service

- (a) The advice given by us is limited to what can be achieved in 60 minutes.
- (b) The advice is only available for legal issues governed by the laws of England and Wales.
- (c) 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.
- (d) The advice given is based on the information you provide in the limited time available
- (e) Given the limited time, the advice will neither be comprehensive nor specific but should leave you more knowledgeable of the general area of law, even though it may not solve your problem.
- (f) The advice will be of a general nature, based on the lawyer's general experience of the area of the law.
- (g) In 60 minutes, the lawyer will not have the time to conduct a detailed review of any documents you provide.
- (h) Your lawyer will not be able to test the strength of the evidence of any witness or the opponent.
- (i) The lawyer will not be able to conduct further enquiries or investigations as part of this service
- (j) The lawyer will only be able to take account of the facts and evidence provided.

Talbots' Expert Advice (TEA)

TERMS & CONDITIONS cont'd.

- (k) If you do not provide the full story 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.
- (l) In 60 minutes the lawyer will not have time to undertake research of relevant case law or statutes.
- (m) 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.
- (n) If we provide you with any written summary of options available or action plan or draft letter during the TEA 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.
- (o) With the TEA service, you will not be represented by us, instead the TEA service is limited to a one-off session of legal advice, without the costs associated with instructing.
- (p) However, after the TEA service you may decide to instruct us to take on your case or transaction, but that is separate from this TEA service.

4. Raising queries or concerns with us/complaints

- (a) We are confident of providing a high quality service in all respects.
- (b) If, however you have any queries or concerns about our service, please raise them in the first instance with the lawyer dealing with your TEA 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.

- (c) If we are unable to resolve a complaint about our service to your satisfaction, you can ask the Legal Ombudsman at PO Box 6167, Slough, SL1 0EH, 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. The time limits for referring a complaint to the Legal Ombudsman will be within one year of the act or omission being complained about or if the act or omission happened more than one year ago, the complaint must be brought within one year of you becoming aware of the act or omission.
- (d) Our regulator's Code of Conduct can be found at www.sra.org.uk/solicitors/handbook/code/contactpage

5. General Terms and Conditions

- (a) If you have instructed us other than face to face in one of our offices you will usually have the right to cancel your instructions within 14 days from the date of this agreement and then within 14 days we will pay you a refund.
- (b) A notice of your right to cancel and a prescribed cancellation notice form are included within this agreement.
- (c) If you do wish to cancel, please let us know by calling 01384 445850 or by emailing info@talbots.co.uk or by using the prescribed cancellation notice form.
- (d) If the TEA service is arranged with you to take place during this 14 day period, then accepting this agreement is your written request to us to provide the service at that time. Once it has been provided, you are not able to cancel the agreement.

Next step - booking the session:

If you would like to go ahead, then please read the terms and conditions above, and sign the agreement on the following page. We will then call you to take your payment and to book in your session at a time convenient to you.

Customer Agreement:

I confirm that I have read the Terms & Conditions above and would like to receive a 'Talbots' Expert Advice' Session of one-off advice at the agreed price shown below. In particular I understand that the scope of the advice will be general and limited to the time available.

Customer Signature: _____ Date: _____

Print Name: _____

Email Address: _____

Address: _____

Postcode: _____ Telephone No: _____

Payment of _____ (including VAT) has been paid by:

Debit card

Cheque

Cash

Confirmation of Talbots' Expert Advice session:

Date: _____ Time: _____ Place: _____

Lawyer's Name: _____

Lawyer's Job Title: _____

Other Party Details (if applicable)

Name: _____ Date of Birth: _____

Address: _____

Nature of enquiry:

Advice Given:

(signed by Client)

Date: _____

signed by Lawyer/Legal Assistant

Client Reference: _____

Conflict Check carried out and attached:

Yes No

I.D. obtained:

Yes No

Notice of right to cancel

Notice of a right to cancel your contract with Talbots Law Ltd pursuant to the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013

1. Right to cancel

You have the right to cancel this contract within 14 days without giving any reason. This is called the cancellation period.

The cancellation period will expire after 14 days from the day of the conclusion of the contract.

To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement (e.g a letter sent by post, a fax or an email). You may use the attached model Cancellation Form but it is not obligatory.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

2. Effects of cancellation

If you cancel this contract, we will reimburse to you all payments received from you, except for sums due as a result of you requesting us to start work on your matter.

We will make the reimbursement no later than 14 days after the day on which we are informed about your decision to cancel this contract.

We will make the reimbursement using the same means of payment as you used for the initial transaction, (except for payments in cash where a cheque will be issued or a bank transfer effected) unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

If you requested us to begin the performance of services during the cancellation period, you shall pay us an amount which is in proportion to what has been performed until you have communicated to us your cancellation from this contract, in comparison with the full coverage of the contract.

This Notice is dated the day of 20 .

Cancellation Form:

Please complete, detach and return this form to us IF YOU WISH US TO CEASE ACTING ON THE INSTRUCTIONS YOU HAVE PROVIDED.

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 you have a right to cancel your instructions in this matter within 14 days without giving any reason. Please use this form only if you wish to cancel your instructions to Talbots Law Ltd to act on your behalf.

Please note that on receipt of this signed form we will cease to act on your behalf and will no longer be responsible for safeguarding your interests in this matter.

To: Talbots Law Ltd
Lawyer:
Office:
Email:

I / We* hereby give notice that I / We* wish you to cancel my / our* contract for the supply of a Talbots' Expert Advice meeting.

CLIENT 1

CLIENT 2

Your Name: _____

Your Name: _____

Your Address: _____

Your Address: _____

Signature: _____

Signature: _____

Date: _____

Date: _____

Any additional clients please sign and date overleaf.

Date received by Talbots Law:

Your local legal experts

With multiple branches across the West Midlands, our solicitors are local, approachable and professional—all of them meeting rigorous quality standards to be part of our team. Everything we do is designed to make life easier and less stressful for you when dealing with your legal matter. You can count on us to be professional, easy to get hold of and to keep you fully informed of what we're doing and the progress of your case. We're also available on Saturdays. So whatever else is going on in your life, dealing with Talbots won't be a hassle.

Getting started

Call Talbots now on 0800 118 1500 or alternatively go straight to www.talbotslaw.co.uk, fill in the online form and we will call you back to arrange a convenient appointment, date and time.



T: 0800 118 1500

E: enquiries@talbotslaw.co.uk

W: www.talbotslaw.co.uk