

# Terms & conditions.

## 1. Contract

- a) These Terms and Conditions set out the contract between Family Heritage Search and the Client.
- b) The Project is defined as any work that has been contracted to Family Heritage Search by the Client.
- c) The Contract will commence when the deposit is received by Family Heritage Search and will terminate when the final payment has been received by Family Heritage Search.
- d) Family Heritage Search will provide the Client with regular updates on progress, usually on a fortnightly basis.

## 2. Quotations

- a) All quotations will be given in writing and will be in UK pounds sterling (£) and will be valid for 30 days from issue.
- b) Quotations will be based on the details provided by the Client.

## 3. When Payment is due

- a) Prior to commencement of the Project a deposit will be payable by the Client as follows:
  - For a quotation of less than £100:  
*Deposit of 50% of value of quotation, but no less than £15*
  - For a quotation of over £100:  
*Deposit of 30% of value of quotation*
- b) If the Project is large or complex, then Family Heritage Search:
  - may agree with the Client a system of staged payments.
  - A payment schedule for these payments will be agreed and documented before commencement of the Project.
- c) Where the Project is to be undertaken for a person who is not the Client e.g. purchased as a gift, then payment will be required in full at time of order.
- d) The balance of payment will be due at the end of the Project.
- e) All payments must reach Family Heritage Search account 14 days from date of invoice.

## 4. Making Payments

- a) Payments can be made by;
  - Cheque in UK pounds sterling (£) payable to Family Heritage Search
  - Via PayPal using credit or debit card
  - Cash in person only
- b) Payment is deemed as made when cleared funds enter Family Heritage Search's account.
- c) Payment in currency other than UK pounds sterling (£) maybe made by prior arrangement. This payment will incur an additional charge.
- d) Family Heritage Search will provide the Client a receipt for payment.

## 5. Cancellation and Refunds

- a) The Client may cancel the order in writing at anytime by either e-mail or in writing to Family Heritage Search's trading address.
- b) Family Heritage Search shall confirm receipt of cancellation in writing.

c) If the project has not yet commenced then no charge will be made and a full refund given.

d) If the project has commenced then:

- A charge will be made at the current hourly rate to cover the time spent.

- A charge will be made to cover any expenses incurred to the cancellation date.

- A charge will be made to cover any items ordered by the Family Heritage Search and due for delivery after the cancellation date.

e) Upon cancellation Family Heritage Search shall pass any information collected, including items purchased as part of the project to the Client.

f) Upon cancellation Family Heritage Search shall provide the Client with an itemised breakdown of time and costs.

g) Family Heritage Search reserves the right to cancel the contract at any time. If cancelled, the refunds shown in Section 5c and 5d will apply.

## 6. Complaints

- a) The Client shall place in writing any complaint regarding the service provided by Family Heritage Search. This shall be sent via e-mail or to Family Heritage Search's trading address.
- b) Family Heritage Search shall acknowledge any written complaint within 5 working days.
- c) All complaints will be taken very seriously and resolution will be sought between the Client and Family Heritage Search
- d) Family Heritage Search shall provide a written response to a complaint will be given to the Client after investigation and within 28 working days.

## 7. Special Offers and Promotions

- a) From time to time Family Heritage Search may issue special offers or promotions. Such offers may carry different terms and conditions and these will be published with the offers.

## 8. Liability

- a) Family Heritage Search will take all reasonable steps to provide accurate information to the Client.
- b) Family Heritage Search will not be held liable for any direct or indirect consequences arising from the information provided.
- c) Family Heritage Search will provide all information to the Client in good faith.

## 9. Sub Contract

- a) It may be necessary, on occasions for Family Heritage Search to sub contract work to another provider. Where this is necessary Family Heritage Search will inform the Client prior to any work being undertaken.

## 10. Statutory Rights

Your statutory rights are not affected by these Terms and Conditions.