Only
£99
(inc. VAT)

CLEAR PRICE GUARANTEE

ASK THE LEGAL EXPERT

How it works and how it can help you.

JOHAR & COMPANY
SOLICITORS

a member of
QualitySolicitors

Only
£99
(inc. VAT)

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 up to £250 an hour, QualitySolicitors' Ask the Legal Expert service, can give you the help you need, with up to 45 minutes of advice and the certainty of a fixed price of just £99.

Ask the Legal Expert
What's included for £99?

- Access to a lawyer's knowledge. They will apply their experience to your situation.
- 45 minute 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. A chance to find out what's happened with cases similar to yours.
- Get the 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 – just £99 including VAT, with no hidden extras.

Book your £99 Ask the Legal Expert session today, call us on 0116 254 3345.

Or to find out more visit www.qualitysolicitors.com/johars/ale

How it works

The steps involved

1. Free First Advice	Call us on **0116 254 3345**, to discuss your legal problem to see if you have a situation we can help with. This is a free service with no obligation to use us. If you prefer, you can go straight to **www.qualitysolicitors.com/ALE** to book your session.
2. Sign terms and conditions	At the end of this booklet 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 Ask the Legal Expert session.
3. Book your session	We will arrange a convenient time with you for your Ask the Legal Expert session, either when you call for a Free First Advice, or once we have received your online form. With disputes, we will need to check with you the details of your opponent (person or business causing your legal problem or concerns).
4. Pay £99	You can pay over the phone or directly at the office on the day of your session, by cheque, debit or credit card.
5. 45 minutes with lawyer	Usually this will be a face to face meeting. 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.
6. The knowledge you need	Our aim is that you leave the session knowing more about how the law will impact on you. It may not completely solve your problem, but you should understand where you stand and what your next steps are.

Book your £99 Ask the Legal Expert session today, call us on 0116 254 3345.

Or to find out more visit www.qualitysolicitors.com/johars/ale

Ask the Legal Expert – terms and conditions

You - Title:_____ First name:_____

Surname: _____

Address:_____

_____

Phone: _____ Email: _____

Us: QualitySolicitors _____

1. By accepting after us 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.
2. In these terms and conditions "us", "we" and "our" mean the QualitySolicitors firm offering this service and "you" and "your" means you - the person agreeing to these terms and conditions.
3. You must be aged 18 or over – otherwise you must ask an adult to consider accepting these terms on your behalf.

What you are buying

4. For the fixed cost of £99 (including VAT) you are buying the right to an Ask the Legal Expert (ALE) session.
5. 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.
6. 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 9am and 5pm Monday to Friday.
7. It will last up to 45 minutes.
8. You will have the right to arrange your ALE session for six months from the date you pay for the service.
9. Once you have paid, your money is not refundable.
10. You cannot pass the right to the ALE service to someone else without our agreement and they will also have to agree to these terms and conditions.
11. It is an important condition that you understand and accept the nature and limitations of the ALE service.

Benefits of the ALE service

12. You can use our Free First Advice service, to provide background information in advance – to maximise the use you get out of your 45 minutes ALE session.
13. As part of the ALE 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.
14. You can use the time to explore the legal options available to you, with the lawyer answering your questions and addressing your worries.
15. You will receive expert insight based on the lawyer's experience of the area of law.
16. You can use the service to help you decide what further action to take – either on your own or by instructing a lawyer.
17. You will receive practical advice in plain English. With any legal jargon explained.
18. You can choose to use the time to receive help writing a letter or completing a legal form or document.
19. 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 ALE service

20. The advice given by us is limited to what can be achieved in 45 minutes.
21. The advice is only available for legal issues governed by the laws of England and Wales.
22. 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.
23. The advice given is based on the information you provide in the limited time available.
24. 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.
25. The advice will be of a general nature, based on the lawyer's general experience of the area of law.
26. In 45 minutes, the lawyer will not have the time to conduct a detailed review of any documents you provide.
27. The lawyer will not be able to test the strength of the evidence of any witness or the opponent.
28. The lawyer will not be able to conduct further enquiries or investigations as part of this service.

29. The lawyer will only be able to take account of the facts and evidence provided by you.
30. 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.
31. In 45 minutes, the lawyer will not have time to undertake research of relevant case law or statutes.
32. 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.
33. 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 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 these after 6 years.
34. With the ALE service, you will not be represented by us, instead the ALE service is limited to a one-off session of legal advice, without the costs associated with instructing us to take on your case or transaction. However, after the ALE service you may decide to go onto instruct us, but that is separate from this ALE service.

Feedback on the service

35. We are passionate about providing new and innovative legal services that are better than traditional law firms at meeting your needs. If you have any feedback on the 'Ask the Legal Expert' service (even if it is a complaint) we would like to hear from you. Please contact Faryal Khurram who will put you in touch with our client care partner. Her number is 0116 204 4326 and she can be emailed at feedback@qualitysolicitors.com.

The client care partner will provide you with full details of our complaints handling procedure. You also have the right to take your complaint to the Legal Ombudsman (www.legalombudsman.org.uk) within 6 months of the date of receiving our final response. In any event, you have a right to go to the Legal Ombudsman within 6 years from the date of the act you wish to complain about or 3 years from when you knew about it. You can contact the Legal Ombudsman on 0300 555 0333, enquiries@legalombudsman.org.uk or by writing to them at Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ. Our regulator's code of conduct can be found at www.sra.org.uk/solicitors/handbook/code/content.page

General terms and conditions

36. Where we agree to provide this service by telephone or by video conference or at your home then you have the right to change your mind and cancel this agreement for 14 calendar days from the date of this agreement – and then within 14 days we'll pay you a full refund by the same method as you paid us. Just let us know by calling 0116 204 4326 or by emailing feedback@qualitysolicitors.com or by using this Cancellation Notice Form. If the service is arranged with you to take place during this 14 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.

Cancellation Notice Form: To use your right to cancel, you may use this cancellation form:
To: feedback@qualitysolicitors.com or QualitySolicitors, 108 -110 New Walk, Leicester LE1 7EA.
I hereby give notice that I cancel my contract of the supply of the service.

Customer name and address: _____

Signature of customer: Date:

37. We reserve the right to end the ALE 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 ALE service following such a change, then you will be considered to have accepted the updated terms and conditions.
38. We reserve the right to either not provide the ALE service to you (in which case we will refund the payment made within 14 days of notifying you) or to delegate the legal work to a lawyer employed by another QualitySolicitors firm of solicitors. This might be for reasons such as availability, expertise, conflict of interest or your convenience.
39. The data collected by us from you in booking your ALE 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 and our partner businesses. The data will not be provided to any third party.
40. We are members of the QualitySolicitors, a collective of independent law firms. We are independent from Quality Solicitors Organisation Ltd (QSO) who run the network. We have been selected for membership by QSO because of our high service standards and the excellent client feedback we have received. This gives you the reassurance that we are a quality-checked firm. To ensure the highest standards are maintained, if you accept this agreement, you are also agreeing to our records of providing this service to you being audited by QSO and to us supplying information to QSO about the service and charges. This is solely to enable quality control and your confidentiality will otherwise be completely protected. If you object to this disclosure, you must tell us and your objection will be honoured.
41. These terms and conditions shall prevail in the event of any conflict or inconsistency with any other communications, including advertising or promotional materials.
42. These terms and conditions replace all previous versions, are correct as of 4th August 2014 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.

Signed by you: x	Date: / /
Signed by us: x	Date: / /

Who are QualitySolicitors?

Your local legal experts

With 200 branches across the UK, our solicitors are local, approachable and professional – all of them meeting rigorous quality standards to be part of our network. 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 open on Saturdays. So whatever else is going on in your life, dealing with QualitySolicitors won't be a hassle.

QualitySolicitors offer the following key promises:

- Direct lawyer contact
- Clear Price Guarantee
- Free First Advice
- Same-day response
- Saturday openings*

*Please check with your local branch for availability on Saturdays.

Getting started

The first step is your **Free First Advice** call where you'll speak with a friendly legal assistant who will take your details and discuss what you are aiming to achieve.

For your Free First Advice, call **0116 254 3345**. Alternatively, if you are already sure Ask the Legal Expert is right for you, go straight to **www.qualitysolicitors.com/johars/ale**, fill in the online form and we will call you back to arrange a convenient appointment time and to collect your fee.

JOHAR & COMPANY
SOLICITORS

a member of QualitySolicitors

T: 0116 254 3345
E: info@johars.com
W: www.qualitysolicitors.com/johars
70 London Road, Leicester, LE2 0QD