



**QualitySolicitors
Large & Gibson**

**YOU SHOULD READ THIS WHEN YOU ARE INSTRUCTING A SOLICITOR
AWAY FROM THEIR OFFICE** e.g. home visit

**PLEASE READ CAREFULLY - THIS DOCUMENT SETS OUT INFORMATION ABOUT
OFF PREMISES CONTRACTS AND THE RELEVANT TERMS AND CONDITIONS**

To: _____

Address _____

The contract you are about to enter into with us is a contract which is governed by The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. Because our meeting is taking place away from our office, there is some information which I must give you before we can start acting for you.

- 1) My name is _____ and I work for **QualitySolicitors Large & Gibson**
- 2) Our contact details are **49 Kent Road, Portsmouth, Hants, PO5 3EJ,**
Tel 023 9229 6296 Fax 023 9282 6134
email: reception@largeandgibson.co.uk
- 3) We are regulated by the Solicitors Regulation Authority and details of our Code of Conduct can be found at <http://www.sra.org.uk/solicitors/handbook/code/>

Complaints

If you have any feedback on our service even if it is a complaint we would like to hear from you.

Please contact me in the first instance but if I cannot satisfactorily deal with your complaint you should request that I refer your matter to the supervising partner. If you are making a complaint, we will provide you with full details of our procedure.

You also have the right to take complaints to the Legal Ombudsman 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.

Contract

You are instructing us to provide you with legal advice in respect of

Costs

Whilst it is very difficult at this stage to accurately provide you with full details of the costs involved, the costs of this service will likely be

☐ Fixed fee of _____

☐ At an hourly rate of _____

The time spent on this matter is expected to be _____

☐ Expected disbursements of _____

Cancelling the contract

As our meeting is to take place away from our office you have the **right to cancel this contract within 14 calendar days** of entering into the contract without giving any reason. The cancellation period will expire after 14 calendar days from the day of the conclusion of the contract.

To exercise your 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, fax or email).

You may use the cancellation form attached to your Client Care Letter, but it is not obligatory.

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

If you wish for us to start the work within the 14 days

If the nature of the work you wish us to undertake is urgent or you do not wish to wait for the 14 day cancellation period to expire, you must provide your agreement to us starting work for you within the cancellation period. That agreement must be in writing, by email, post or fax.

By signing and returning this document, you are providing your agreement in writing to enable us to commence work within the 14 calendar day cancellation period.

Where you have provided your consent for work to commence within the 14 calendar day cancellation period and you later exercise your right to cancel, you will be liable for any costs, VAT and disbursements incurred up to the point of cancellation. If the service has been provided within the cancellation period, you will lose your right to cancel the contract.

Unless you make an express request for us to commence work within the 14 day period (i.e. by signing and returning the copy of this document), we will not be able to undertake any work until the end of the period.

Once the cancellation period ends you may end your instructions to us in writing at any time, but we can keep all your papers and documents while there is still money owed to us for fees and expenses.

If you decide that we should stop acting for you, you will pay our charges up until that point. These are calculated on an hourly basis plus expenses or by proportion of the agreed fee as set out in these terms and conditions.



**QualitySolicitors
Large & Gibson**

OFF PREMISES CONTRACTS

**The Consumer Contracts (Information, Cancellation and Additional
Charges) Regulations 2013**

- [] I confirm I have read and understood the information above.**
- [] I acknowledge receipt of the Notice of Right to Cancel and the Cancellation Notice.**
- [] I instruct you to commence work on my instructions immediately, and within the 14 day cancellation period as provided by The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013**
- [] If I cancel the contract within the cancellation period I acknowledge that I will be liable for any costs, VAT and disbursements incurred up to the point of cancellation.**

Signed: _____

Print: _____

Dated: _____

Notice of Right to Cancel

You have the right to cancel this contract within 14 days without giving any reason. The cancellation period will expire after 14 days from the day of the contract.

To exercise your right to cancel, you must inform us **QualitySolicitors Large & Gibson** of your decision to cancel this contract by a clear statement (e.g. a letter sent by post, fax or email). You may use the cancellation form below, but it is not obligatory. **To meet the cancellation deadline, you must send your communication concerning your exercise of the right to cancel before the cancellation period has expired.**

Effects of cancellation

If you cancel this contract, we will reimburse to you all payments received from you.

We will make the reimbursement without undue delay, and 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, [save for payments in cash where a cheque will be issued or 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 us your cancellation from this contract, in comparison with the full coverage of the contract.

Cancellation Notice

To **QualitySolicitors Large & Gibson 49 Kent Road, Portsmouth, Hants, PO5 3EJ**
Tel 023 9229 6296, Fax 023 9282 6134, email: reception@largeandgibson.co.uk

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract of the supply of the

following service _____

[] Delete as appropriate*

Name: _____

Address: _____

Signature of consumer: _____ Date: _____

(You can return this form via post, fax or email using the details above)