



Conveyancing Client Care Charter

- ✓ expert & friendly
- ✓ skilled & flexible
- ✓ energetic & dedicated
- ✓ dynamic & forward thinking



We want to give you complete 'peace of mind'. So we offer a service that no other solicitors would dare to offer....our '**MONEY BACK GUARANTEE**' and a Customer Service Chaperone that will independently monitor the service you receive. We have created transparent and trackable standards that we promise to adhere to.

OUR PROMISE TO YOU

- 1 First Response** – Upon paying your file opening fee you will be sent your initial paperwork within 24 hours and your estate agent and/or IFA will be notified that you have instructed us to help you with your transaction ⁽ⁱ⁾
- 2 File opening** - Our helpers are dedicated to assisting you to complete your paperwork in a quick, timely manner. They will answer any questions or queries you may have during the completion of your initial paperwork
- 3 Updates** - You will receive online updates, via our state of the art on-line, secure, website facility
- 4 Text Messages and/or Emails** - We can provide you with text message updates and email updates to confirm milestone stages have been reached e.g. mortgage offer received, exchange has happened etc
- 5 Messages** - All telephone messages left for your point of contact will be returned by a member of staff on the same working day if the call is received before 2.00pm ⁽ⁱⁱ⁾
- 6 Replies** - All emails received before 2.00pm will be replied to same day ⁽ⁱⁱⁱ⁾
- 7 Extended Hours** – We open between 8.30 am and 6.30pm Monday to Friday ^(iv)



If our service falls beneath our Client Care Charter then we will reimburse your legal fees.^(v) Our Client Care Charter is governed by the terms & conditions published on our website. Please see www.rgsolicitors.co.uk/charter.html

TERMS & CONDITIONS OF OUR 'MONEY BACK GUARANTEE'

⁽ⁱ⁾ Guaranteed to be within 24 hours of you opening your file. This assumes that our client is contactable, otherwise a message will be left and/or an email sent. ⁽ⁱⁱ⁾ This only applies to telephone calls made to the direct dial of your point of contact detailed in the initial or subsequent hard copy communications ⁽ⁱⁱⁱ⁾ This only applies to emails sent to the email address in the initial or subsequent hard copy communications ^(iv) If you/your client requires extended opening, please request this before your client's file is allocated to a solicitor. Normal opening hours are 9.00am to 5.00pm. ^(v) The legal fee refunded will exclude the file opening fee and any ancillary charges made. ^(vi) Any claims regarding breach of our Charter must be put in writing to charter@rgsolicitors.co.uk within 48 hours of the suspected breach. Failure to do so will invalidate any claim. ^(vii) Appropriate and relevant evidence relating to the claim e.g. Telephone bill, must be supplied in order to substantiate any claim. Failure to do so will invalidate any claim. ^(viii) If a circumstance arises outside of RG Solicitors control i.e. 3rd party service providers, which prevent RG Solicitors in anyway delivering any aspect of the Charter, the Charter is deemed null and void and claims made relating to this period will not be valid. Such events / circumstances will be listed at www.rgsolicitors.co.uk/charterproblems ^(ix) RG Solicitors reserves the right to withdraw the Client Care Charter at its discretion ^(x) The Charter is only applicable on residential sale and purchase transactions.