

Terms & Conditions - Lease Extension Disputes - Contentious Renewal - Stage 1

When you agree to pay £495 plus VAT for this service either via the website or by any other means, the following terms and conditions apply:

1. By providing instructions to Stephensons Solicitors LLP you are confirming that you accept and understand these Terms and Conditions.
2. If you have requested our fixed price for Stage 1 advice, but we determine that this service is not relevant or appropriate, we will refund any charges.
3. The service is to provide you with advice to determine whether you qualify for a lease extension and to ensure that the necessary evidence is available. Once confirmed a Notice pursuant to Section 42 of the Act will be served on your landlord.
4. The fixed fee of £495 plus VAT relates to the work necessary up to the service of a notice only. It **does not** apply to any additional work required which relates to work which is covered by Stage 2 and Stage 3 of the fixed price services we offer for Lease Extension Disputes.
5. This service is only available for customers with legal issues governed by the law of England and Wales.
6. The use of this service and agreement is subject to the laws of England and Wales.
7. Users of this service consent to their calls being recorded and their data retained.
8. If you require further advice from us on this matter or an a related matter, or any other matter, you should make another appointment with us and any further advice provided will be on the basis of a separate agreement.
9. All advice we provide to you is based on our understanding of the law as it applies at the time it is given to the facts you have told us about and any documents you have provided. We cannot be liable for any incorrect advice provided on the basis of inadequate information you have given to us.
10. If we think that any information you have given to us is inadequate, we will not be able to advise you until the further information we ask you to obtain or verify is provided.
11. From time to time we may wish to keep you informed about any products that we feel may be of interest to you. If you prefer not to receive such information, please let us know.

12. We are committed to providing high quality legal advice and client care. In the event that you are unhappy with any aspect of our services details of our internal complaints management process is included in our fixed fee Client Care Leaflet which is annexed to this letter.