



Research Terms and Conditions

I would be grateful if you would read through my terms and conditions and either complete the section at the end returning it to me by post or email confirmation that you have read them. Thank you.

Research

Once you have provided me with details of what you would like me to research I will assess what is required and come back to you with an indication of how much this will cost. As my client you are obliged to provide me with accurate information upon which I will base my research. I cannot be held responsible for any inaccuracies in information submitted to me by you.

Please be aware that research is **not** a certain science and there is no guarantee as to how much information can be found on each person or family. This is because some records may have been destroyed, missing or inaccurately compiled. Sometimes it is impossible to identify an ancestor with certainty. **Even if I find nothing I still have to charge for the time spent on the research.**

I will only undertake work that I think has a reasonable chance of success or where this chance is low I will make this clear before I commence work.

I will give you an estimate of the start date for your work and of a time period in which I hope to complete it, but please be aware that this is only an estimate. There are various factors which may delay work which are beyond my control. I will, however, keep you informed of any delays as soon as I am aware of them.

Please be aware that it is receipt of your deposit or full payment which reserves your research slot. I do get very busy so if there is a significant delay in you informing me that you wish to proceed and making your payment then the estimated start and completion dates for your work may change. Research quotations are valid for three months from date of issue.

Please note that once work is commissioned time spent communicating with you whether by telephone, email or face-to face also comes into the research time. If you send further information for me to read after my initial quote, the time taken to read this will be taken out of the agreed research time.

At the end of my research and once any balance owed has been paid, you will receive a full report of my research (unless for any reason you have requested not to have a written report), copies of any documents I have found regarding your case and, where relevant, a family tree presented as a PDF which can be viewed on the computer. Apart from copies of birth, marriage and death certificates which will be posted to you, all documents and the report will be sent either by email or via Dropbox, which is a file sharing system from which you can download your documents onto your own computer. If you wish to receive copies of documents and the report as hard copies by post please let me know before you pay your deposit as unfortunately this does incur extra cost.

Returning Clients

Please bear in mind that I try to carry out research requests in the order I receive them. If, once your initial round of research is complete, you wish me to continue with further research, while I will do my best to carry this out as soon as possible, there may be a delay while I deal with other client work which has already been commissioned.

Payment

Cleared payment is usually required in full before work commences unless prior agreement to the contrary has been made.

I accept payment in sterling only. Direct bank transfer is my preferred option, but I accept payment by all the methods listed below.

1. **Direct bank transfer** (Please make sure no banks charges are levied my end)
Account no. 70945454 Sort code 089250.
2. **Bank transfer from abroad:** IBAN no. GB95CPBK08925070945454; Swift Code CPBKGB22 Bank address: The Co-operative Bank, 1 Balloon Street, Manchester M60 4EP
3. **UK sterling cheque** made out to Heritage Family History. Send to Church Slip. Ivychurch, Romney Marsh TN29 0AL
4. **PayPal** (Please note that a 6% administration fee should be added if paying via PayPal to cover fees that PayPal charge me). Let me know if you require a PayPal payment link.

DISCLAIMER: I retain the right to withhold documents until full payment has been received.

Head-to-Head Clinics and Private Tuition

I accept payment for clinics or private tuition by cash on the day, in advance by cleared cheque, direct bank transfer or via PayPal – terms as above.

**Celia Heritage
Heritage Family History
28 March 2016**

I, (print name) _____ agree to the above terms and conditions.

Signed _____

Date _____