

## **Terms and Conditions Agreement**

Managed Divorce UK is a trading title of Quickie Divorce Limited.

This agreement governs the use of the Managed Divorce UK website, including all associated and incidental services provided by Managed Divorce UK resulting from the use of this site.

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### **Divorce Information Guide & Forms**

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Every endeavour will be taken to ensure that the divorce pack is updated regularly to ensure its accuracy. It is our belief that our divorce pack provides clients with the necessary legal documents and information to complete their divorce. Our divorce pack is for information purposes only and does not provide legal advice, we recommend that you take the advice of a solicitor before proceeding.

### **Statutory Rights**

These terms and conditions do not affect your statutory rights.

### **Support**

Managed Divorce UK will provide technical support via email to help you through the process of downloading the forms and begin using them.

We will also provide assistance with general queries regarding the completion of the relevant fields of the forms, however we are not legal advisers and are not authorised to provide legal advice.

### **Delivery Times**

We will make every reasonable effort to dispatch your completed divorce petition the same day, if submitted before 5.30pm Monday to Friday (excluding National UK holidays) or within 48 hours if the completed divorce petition is submitted outside the stated working hours.

## **Cancellations and Refunds**

In order to lodge a complaint, cancel your service or request a refund please follow our complaints procedure which can be found here: [http://www.managed-divorce.co.uk/resources/downloads/complaints\\_procedure.pdf](http://www.managed-divorce.co.uk/resources/downloads/complaints_procedure.pdf)

By using our services and products you agree to our Terms and Conditions.

## **Customer Care/Complaints**

We have always prided ourselves in providing a full customer care service and it is our intention to deal promptly with all complaints that may arise in relation to the service that we provide within 14 days of receipt of the complaint. Normally, replies to any complaint would be made by E-mail or, if required, we can ensure that we can provide a telephone facility to discuss matters of a more complex nature if so required.

## **Limitations of Use**

You may not use the Web site or the documents for any other purpose except for your own personal use. You may however use the documents as many times as you wish, however we recommend that you check with Managed Divorce UK regularly to ensure that the documents are the latest versions before reuse.

As a condition of your use of this Web site, you warrant to us that you will not use this Web site for any purpose that is unlawful or prohibited by these terms, conditions, and notices.

## **Limitation of Liability in respect of the Documents**

We enclose with this agreement, a disclaimer in respect of our liability in relation to the divorce pack. Please ensure that it is read carefully as the following are the terms upon which we would provide our divorce pack to you.

## **Privacy Policy**

By purchasing from us, your details will be entered into our customer database. We will never sell or otherwise share your name, email address, or other personal information with any other business or marketing campaign without your permission. We will however, send you information from time to time detailing our product updates and special offers. You may opt-out of receiving these notifications at any time after purchasing by using the un-subscribe link provided. All members' personal data will be saved in accordance with UK and EU privacy laws and the Data Protection Act 1998.

## **For your information**

Please be aware that any customers who use certain E-Mail accounts (e.g. AOL) may receive E-Mails to a 'bulk folder' rather than the 'inbox'.

## **Telephone Conversations**

Calls may be recorded for training and monitoring purposes.