

Our Terms and Conditions are simplified to give you as much transparent information as possible.

These Terms and Conditions do not affect your statutory rights.

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.

We reserve the right, at our discretion, to change or modify all or any part of this Agreement at any time, effective immediately upon notice published on the website.

Liability and Limitations

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

You may not publish, transmit, transfer, or sell, reproduce, create derivative works from, distribute, perform, display, or in any way exploit any of the Content, in whole or in part, except as expressly permitted in this Agreement. All content may be utilised for your own personal use only, commercial purpose or use is strictly forbidden.

In no event shall Managed Divorce UK be liable for any indirect, incidental, special or consequential damages arising out of or in any way connected with the use of the documents, this Web site or the support service whether based in contract, tort, strict liability or otherwise, except in relation to death or personal injury for which no limit shall apply. The liability of Managed Divorce UK for direct loss arising out of the use of the documents, this Web site, and the support service whether based in contract, tort, strict liability or otherwise is limited to the total value of the transactions under which the claim arises for any one event or series of connected events.

Every endeavour will be taken to ensure that our guidance and documentation is updated regularly to ensure its accuracy. We are so confident of this, if you receive any out-of-date forms from any of our solicitor services regarding your divorce, we will provide a full refund.

Court Fees

A standard divorce in England and Wales carries a court fee of £593. Consent orders are £53. These fees are set by HMCTS directly. You may be entitled to a full or partial exemption under the fee remissions scheme, please give us a call and we can give you guidance specific to your circumstance and your expected court fee. We offer this for every client.

Support and Communication

We provide support via email, WhatsApp, telephone, and an automated case tracker. We will update you at each stage of your divorce. If you do not hear from us for two months since your last update, please contact us.

We are not a solicitor's firm and do not give legal advice regarding your documents or any aspect of your divorce, nothing spoken or implied by any employee of the company may be considered legal advice. For services containing a Clean Break Consent Order, we do not provide legal advice on any of the terms of your settlement. We cannot be held liable for any action you take as a result of the support provided. You are always strongly advised to seek legal advice on any agreement you have reached.

For Solicitor Managed Divorce services, we will instruct independent solicitors on your behalf who are regulated by the SRA to facilitate your divorce proceedings only, such solicitors will correspond with you directly.

Delivery Times

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

Timescales specified for divorce are for guidance only, we cannot guarantee these time frames due to external factors such as the court correspondence time and court backlogs.

Cancellations and Refunds

Our website complies with The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 in that you have a 14-day cooling off period to decide whether you wish to proceed with services supplied however, certain exemptions apply.

If you access your account and start using the service or we commence work preparing any documentation within the cooling off period, we will issue a refund of the price paid, less an administration charge for work carried out to the point of your request. A full list of charges is available upon request and vary dependent on package purchased.

If we have sent completed documents to you, completed your consultation, or made a digital application available no refund will be payable.

Our divorce services are valid for a period of 6 months only from the date of purchase for completion of the divorce application. After this period, you will no longer be entitled to utilise our services. At our absolute discretion we may reactivate your account for an admin fee. The reason that we adopt this policy is due to the administrative costs and burden of opening your file and reserving a place in our database for you.

Customer Care/Complaints

To lodge a complaint, please follow our complaints procedure which can be found here:
https://www.managed-divorce.co.uk/files/complaints_procedure.pdf

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 10 working 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.

Telephone Conversations

Calls may be recorded for training and monitoring purposes.

Privacy Policy

Managed Divorce Ltd are committed to protecting and respecting your privacy. This policy (together with our terms of use [<https://www.managed-divorce.co.uk/files/disclaimer.pdf>] and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following [https://www.managed-divorce.co.uk/files/privacy_policy.pdf] carefully to understand our views and practices regarding your personal data and how we will treat it. For the purpose of the Data Protection Act 1998, the data controller is Quickie Divorce Ltd of Fields House, 18 – 21 Old Fields Road, Pencoed, Bridgend CF35 5LJ.