



McNeill & Cadzow
Court Document Production
Legal and Litigation Support Services

McNeill & Cadzow
expert creation of court documents

Terms and Conditions of Business

- By instructing McNeill & Cadzow (M&C) to prepare documentation, you agree to be bound by these terms and conditions.
- M&C's aim is to create your documents and court bundles effectively and accurately. The success of our business depends on doing so. However you will remain responsible for checking the accuracy of the final document before it is given effect to.
- When requested M&C will provide quotations on expected costs and expected timings based upon our understanding of the job as detailed to us and client instructions received.
- Verbal instructions should be backed up in writing, normally email.
- M&C cannot guarantee that we have received your instructions unless we have acknowledged them in writing, normally email.
- Our agreement is solely with you, as the party who instructs us.
- Every instruction submitted to us gives rise to a separate agreement and is subject to acceptance.
- Any documentation required to complete a project to your specification should be submitted to M&C in a timely manner.
- It is the responsibility of the client to provide accurate documentation to M&C.
- We will always endeavour to return your completed documents or bundles within the required timescale and we work with you towards this goal subject to documents received. If documents are problematic, more complex than detailed or subject to numerous changes we will contact you as soon as possible to let you know to obtain your further instructions.
- Should the client cancel a project the client shall be responsible for payment for the proportion of work completed.
- Should the client cancel a project and M&C has scheduled specialist delivery such as (but not exclusively) appearance in court, the client shall be responsible for payment in full for this portion – unless previously agreed.
- M&C's normal hours of working are Monday – Thursday 9am – 5pm; Friday 9am – 4:30pm not including Statutory (Bank) Holidays. emails sent to M&C out with these times may result in a delay to reply.
- We cannot accept liability for any loss caused by any error or delay in carrying out your instruction, beyond the cost of the document itself. Under no circumstances are we liable for consequential or economic losses.
- We will electronically store information you provide us with and will use it solely for the purpose of providing you with our service and for contacting you about our service. We will not use it in any other way and will never share it with anyone else.
- M&C undertake to treat all work submitted to us as highly confidential and will not disclose this to any third party.
- M&C undertake that all staff employed sign a confidentiality agreement covering all material handled by the company.
- M&C will destroy by secure means, data supplied electronically within 14 days of completion of each project unless agreed with the client.
- The client shall be liable to pay the charges specified in the quotation plus additional charges incurred in the production of documents due to for example (but not exclusively) additional instructions, output specification changes.
- Where M&C undertake a project running over a number of months we reserve the right to request interim payments covering ongoing expense.
- Payments terms are strictly net on issue of invoice unless alternative account arrangements are in place.