

# Managing your legal costs. What *you* need to know.

- We will always provide you with either a fixed fee or written estimate of our costs and details of any disbursement\* costs you are likely to incur.
- The estimate we provide you with is calculated by reference to the likely time we will spend working for you. A fixed fee is based on our experience of dealing with similar matters, regardless of how much time we spend on your matter. We will review estimates as the matter progresses and reserve the right to revisit fixed fees if the matter becomes protracted due to your further instructions, or a change of circumstances.
- We will give you the best information possible and keep you informed of all charges as the matter progresses.
- We will often ask you to pay a fixed fee when we start work on your matter or for payment on account of our costs to demonstrate your willingness and ability to meet our costs, and without this payment we will be unable to progress your matter. We will always need you to pay disbursements, court fees, and counsels fees in advance so that we can incur them on your behalf.
- We will not normally be able to continue to act for you if our costs are unpaid outside any agreed credit terms with us, or if disbursements have not been paid when required, which means we will be unable to progress your matter.
- Where we are not acting on a fixed fee basis, we will routinely bring costs up to date by issuing monthly interim invoices for work carried out in connection with your matter. This enables you to keep track of the costs incurred throughout the conduct of your matter.
- In the majority of cases, we will send your invoice electronically. A hard copy of the invoice can be requested if required.
- The interim invoices may be for the whole or part of our costs. This does not normally apply to conveyancing matters as we usually invoice those on exchange of contracts.
- Each person for whom we are acting will be jointly and severally responsible for all of our costs.
- VAT is charged on our costs. Fixed fees and estimates are given exclusive of VAT.

# Managing your legal costs. What *we* need from *you*.

- To pay your invoice within 14 days of receipt. We will send you a reminder if you haven't paid in full, although you need to know that we may charge interest on all outstanding costs after 14 days.
- It is important that you pay all disbursements\* when we ask you to as we are unable to incur a disbursement\* on your behalf.
- You can pay by credit card and we do not charge any fees if you pay by credit card. Some people find it helps to borrow the money for Legal fees from other sources, such as a Loan.
- Make sure that payments are received by us in time for cleared funds to be available when they are required. If you are unsure just give us a call and we will let you know.
- If you are in any doubt about our costs or you are struggling to pay for any reason, please speak to us so that we can work with you to resolve any issues.

\* Disbursements are payments we make on your behalf, such as search fees, Counsel's fees and Court fees.

Thank you for your help, and understanding.