



# LEGAL SERVICE GUARANTEE

## Our Promises

### PROFESSIONAL

We will always be courteous and treat you with respect.

### COSTS DISCLOSURE

We will always disclose our costs in full and in writing and obtain your consent to proceed. Any variations to our costs will be communicated to you at the earliest opportunity for your approval.

### RESPONSIVENESS

If required, we will acknowledge or return emails/calls within one (1) full business day.

### MISTAKES

We will always rectify our mistakes.

### DELAYS

We will never cause a matter to not settle on time due to our fault or delay.

### CONFIDENTIALITY

All information about your matter will be held confidential. Information will only be disclosed, where appropriate, to those parties involved in the matter.

## Our Guarantee

**A. IF WE DO (OR OMIT TO DO) SOMETHING DURING THE PROCESS THAT COSTS YOU MONEY, WE WILL PAY THESE COSTS.**

**B. IF WE BREACH ANY OF "OUR PROMISES", WE WILL COMPENSATE YOU AS FOLLOWS:**

#### BREACH SCHEDULE:

**1 Breach** - 5% off Professional Fees

**2 Breaches** - 10% off Professional Fees

**3+ Breaches** - 25% off Professional Fees

## Our Guiding Principles

### RESPONSIBILITY

We take responsibility for the work we do, both individually and as a company.

### AVAILABILITY

We don't hide behind personal assistants, we answer and return calls and emails. Would you believe it, we also work after 4pm on Fridays!

### RESPONSIVENESS

We always act quickly, but we never rush. We always reply to queries as soon as we can.

### COMMUNICATION

We will always communicate to you as people – using language you can understand. This document is a prime example.

### SERVICE

We are not like other law firms. We know we are in a service industry – and we act like it. We provide an individual service and you will feel like you are our only client.

### PROFESSIONALISM

We will be professional, courteous and polite in all our dealings. Everything is confidential, always.

### GUIDANCE

It is our role to educate and guide you through the legal process. We take responsibility for this role and we provide a lot of helpful information to assist you.

### QUALIFIED

MORE Legal is a practising member of the Law Society of NSW. Our Principal Solicitor is a practising property lawyer and all our conveyancers are fully licensed.

### RELIABLE & COMPETENT

You can rely on us to always act in your best interests. Our legal advice is thorough, up to date and accurate. If we do not know an answer immediately, we will find it out for you.

### MISTAKES

We are human. Mistakes can happen. If we do (or omit to do) something that costs our client money, we will pay these costs.

### PROGRESSIVE

We are never stagnant. We always strive for the best practice in what we do. We look to technology to always streamline & improve our service delivery.