

# Trace Your Past

## Terms & Conditions

The following terms and conditions are written in accordance to UK law.

I, Anne Griffin at 'Trace Your Roots' of 39 St Johns Crescent, Broadbridge Heath, Horsham, West Sussex, RH12 3NG intend to supply you with the results of genealogical investigations.

### **The Product**

The main characteristics of the product is outlined on the website(s) at <http://www.traceyourpast.co.uk> & <http://www.traceyourpast.com> .

By submitting your order, you have indicated that you have reviewed and satisfied yourself with the characteristics of the product.

I am offering a personalised service, so therefore it is impossible to predict what the outcome will be – every search is unique.

A typical standard search should result in a report outlining all details and references from certificates, census returns, parish records etc. Usually I would expect to trace a line back to the early 1800's within the allocated timescale, although this does depend to some extent on factors such as the completeness of Parish records, surviving records etc.

### **Fees**

I have broken down the fees into 6 categories, these reflect the amount of research time and costs involved;

Certificate request (10 working days) - £20

Certificate request (5 working days) - £30

Preliminary search - £65

Standard search - £150

In-Depth search - £300

Special search - £500

These fees include materials, packaging and postage. There are no hidden extras.

### **Payment**

Cheques can be used, made payable to "Anne Griffin".

Card payments can be used via the PayPal secure server by clicking on the 'Buy Now' buttons on the site. Only the non-returnable deposit is required before a search can commence, I will invoice for the balance via email/post (as requested) on completion. Then upon receipt of cleared funds the product will be posted to you via next-day delivery.

By paying the £50 deposit for the Standard, In-depth and Special searches respectively, you are entering into a legally binding contract.

## **Delivery**

The time frame of each search has been given an approximate time period relating to how in-depth the research is expected to be.

The expected time periods are as follows:

Preliminary Search - 2 weeks.

Standard Search - 4-6 weeks.

In-depth Search - 6-8 weeks.

Special Search - 8-10 weeks.

If, due to heavy workload or conditions beyond my control there is likely to be a delay, then you will be notified accordingly.

## **Remedies**

Nothing in this agreement affects your legal rights as a consumer.

If, however you are not satisfied with the report I will endeavour to rectify the situation accordingly. I.e. if a typing error has occurred in transcriptions of certificates, census entries etc. the report will be re-typed for you.

Any dissatisfaction will be dealt with appropriately. In accordance with this any complaint will be acknowledged with within 5 working days of receipt and dealt with as soon after as is possible.

## **Privacy Policy**

In accordance with the Data Protection Act 1998, all information collected by Trace Your Past is collected lawfully with your consent. No customer information is given to any third party and no marketing material will be sent unless specifically requested. Only information provided at the time of ordering is collected for the sole purpose of processing the order and beginning the search.

## **Cancellation**

The customer reserves the right to cancel their order within 7 days of ordering.

Please note all deposits are non-refundable.

Any further enquiries for costs or timescale for your own research request then please contact me at:

Email: [anne@sonic-art.fsnet.co.uk](mailto:anne@sonic-art.fsnet.co.uk)

Post:

Anne Griffin

Trace Your Past

39 St Johns Crescent

Broadbridge Heath

Horsham

West Sussex, RH12 3NG.

Or use the online enquiry form.

