Service Accuracy & Compliance Policy

Effective Date: [Insert Date]
Applies To: All employees, subcontractors, and agents of PostScript Legal

Purpose

To ensure accuracy, integrity, and compliance in all document service activities, and to prevent errors or intentional misconduct.

Policy

1. Service Accuracy
- All serves must be attempted and completed in compliance with Minnesota statutes and client instructions.
- Proof of service affidavits must be reviewed and signed immediately after completion, with no alterations after signature.

2. Verification & Oversight
- All service affidavits must undergo a second-person review (internal or remote) before submission to clients or courts.
- Random file audits will be performed monthly to ensure compliance.

3. Prohibited Acts
- Altering, falsifying, or fabricating documents is strictly prohibited.
- Any subcontractor or employee found engaging in intentional misrepresentation will be terminated and reported to proper authorities.

4. Training
- All staff and subcontractors must complete annual compliance training covering state service of process laws, ethical responsibilities, and documentation standards.

5. Reporting
- Employees and subcontractors must immediately report any suspected misconduct or errors to management.
- A no-retaliation policy protects individuals who report in good faith.

6. Enforcement
- Violations may result in contract termination, legal action, and notification to licensing or regulatory authorities.

Sample Client Contract Clause

Liability Limitation

PostScript Legal agrees to provide process serving services in accordance with applicable laws and professional standards. In the event of an error or omission in performing services, the Client agrees that PostScript Legal’s liability shall not exceed the total fee paid for the specific service at issue. PostScript Legal shall not be liable for any indirect, incidental, consequential, or punitive damages, except to the extent covered by PostScript Legal’s professional liability insurance. This limitation does not apply to intentional misconduct or gross negligence.