



Family Roots in Scotland

Frequently Asked Questions

These are typical of the types of questions asked of us. If your question is not covered by this list, please just ask – we'll be more than happy to help.

- Q. **How do you build up my family tree?**
- Q. **How far will my family tree go back?**
- Q. **What is a copy document?**
- Q. **Can you undertake further research after you have provided the Family Pack?**
 - Q. **Is success guaranteed?**
 - Q. **How do you present my results?**
 - Q. **When do I get my results?**
 - Q. **How do I pay?**
 - Q. **Can I keep my costs down?**
- Q. **Will I receive a Refund if you are unsuccessful?**
- Q. **Can you search for records of living relatives?**
 - Q. **Will there be any Extra charges?**
 - Q. **And if I have any other questions .. ?**



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Q. How far will my family tree go back?

A. This is the “how long is a piece of string?”-type question. It is also the hardest to answer.

Each family tree is unique, and hence, there is no simple answer. Additionally, the available documents can present problems in the areas of literacy and numeracy, availability, accuracy and consistency.

What we will always do is provide an honest assessment of the likely success of researching your family tree based on our experience. Under normal circumstances, we would hope to be trace your family tree back to the early 1800s if not the late 1700s.

On a single-line family tree, starting from a birth certificate c1910, tracing back to the late 1700s could involve approx. 40 copy documents (inc Census records).

Q. How do you build up my family tree?

A. A basic example of a single-line family tree is included in What We Provide.

If you request us to build a family-wide family tree, it can be built line-by-line, or generation-by-generation. Irrespective of which route you choose, we will provide you with Regular Progress Updates. How far back, or how wide the family tree grows will depend on the success of our research, and ultimately, on how much you are prepared to pay.

Q. What is a copy document?

A. A copy document is an image of an official on-line record made available by the General Register Office for Scotland e.g. a birth certificate, a marriage certificate, a death certificate or a census record.

Q. Is success guaranteed?

A. Sadly not. The official records themselves are not definitive. However, even before we begin, and at each stage of our work for you, we will provide an honest assessment of the likely success of progressing your family tree.



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Q. Can you undertake further research after you have provided the Family Pack?

A. Yes we can. For your privacy, we do not store any of your information 30 days after we have supplied your Family Pack. As such, we would request that you share your Family Tree and Family Tree Documentation with us to give us the start point for your further enquiry.

Q. How do you present my results?

A. All electronic data supplied will be shared with you via Goggle Drive.

Physical documents to support your family tree will be sent to you via Royal Mail Recorded Delivery.

Your family tree is drawn in .pdf format, rather than any piece of proprietary Family Tree software. The supporting Documentation and Scroll are also supplied in .pdf format.

Q. When do I get my results?

A. When either we exhaust our research lines on your behalf, or when you tell us not to go any further.

Researching Up to 10 Copy Documents will normally be undertaken within 7 business days. Researching Up to 50 Copy Documents will normally be undertaken within 25 business days. Researching Up to 400 Copy Documents for a family-wide tree will normally be undertaken within 120 business days.

Q. How do I pay?

A. We use PayPal as our payment method to ensure the security of your payment and the privacy of your payment details. Once you have made the appropriate level of payment identified in your Order, we will undertake that level of work.

You will receive an Invoice for the costs involved.



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Q. Can I keep my costs down?

- A.** You can, if you select not to receive social and geographic mobility information in the way of Census records. By so doing, you will be restricting yourself to your direct ancestors only.

To assist with our research for you, however, it may be necessary to find a particular Census record to enable identification of the birthplace of your ancestor so that we can accurately identify the actual birth record for your ancestor. This method of identification is quite common.

If we believe such action would be beneficial to the preparation of your family tree, we will contact you beforehand for your instructions.

Q. Will I get a Refund if you are unsuccessful?

- A.** We are hopeful that the Pay-As-You-Go pricing structure and our honest assessment of the likely success of researching your family tree during our Regular Progress Update process should preclude the need for Refunds.

However, success cannot be guaranteed, and we will happily discuss a refund with you depending on our costs incurred to date.

Q. Can you search for records of living relatives?

- A.** Our business is to provide ancestral research based on the availability of on-line, official documents up to 100 years ago (for births), 75 years ago (for marriages), 50 years (for deaths) and the most recent census data pre-100 years ago. These limits are provided to protect the privacy of individuals who may be alive today.

Q. Will there be any Extra charges?

- A.** This all depends on what our research finds, whether we believe the information discovered would benefit your family tree, and – having provided you with an indicative cost involved – only with your permission.

Q. And if I have any other questions .. ?

- A.** Please ask!