



Legal Support Services

Professional Service. Trusted Results.

Master Terms of Service

Purpose and Governing Scope

These Master Terms of Service (“Master Terms”) govern all services performed by Legal Support Services (“Legal”), including but not limited to process serving, court courier operations, administrative legal support, document handling, and any ancillary or future services Legal may introduce. All rate cards, service menus, dispatch requests, and client submissions are expressly incorporated into these Master Terms by reference and are subject to the global liability limitations contained herein.

These Master Terms establish the professional relationship between Legal and the client, define the conditions precedent to performance, and set forth the operational boundaries, liability limitations, and service expectations applicable to every assignment. Legal executes all services with disciplined, attorney-grade care; however, the client acknowledges and agrees that Legal is not a law firm and does not provide legal advice, legal interpretation, or strategic guidance. Any information provided by Legal is strictly operational and should not be construed as legal counsel.

Submission of documents, dispatch requests, or service instructions constitutes the client’s acceptance of these Master Terms and confirms the client’s understanding that all services are performed on a best-efforts basis within the constraints of statutory requirements, courthouse procedures, and operational feasibility.

Definitions

For purposes of these Master Terms of Service, the following definitions apply. Capitalized terms shall have the meanings assigned below, and such definitions shall apply uniformly across all services unless expressly modified in a specific rate card or service addendum.

“**Legal**” means Legal Support Services, the professional legal-support provider performing the services governed by these Master Terms.

“**Client**” means any individual, law firm, attorney, paralegal, legal assistant, agent, or authorized representative submitting documents, dispatch requests, or service instructions to Legal. The term includes third-party agents acting on behalf of a principal, and Legal is entitled to rely on such submissions as authorized unless expressly notified otherwise.

“**Services**” means all operational tasks performed by Legal, including but not limited to process serving, court courier operations, administrative legal support, document handling, and any ancillary or future services Legal may introduce.



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“Assignment” means any discrete service request submitted by the Client, including but not limited to service attempts, courthouse filings, document retrievals, or deliveries.

“Documents” means any physical or electronic materials provided by the Client for purposes of completing an Assignment, including pleadings, exhibits, filings, notices, subpoenas, electronic service packets, PDFs, digital files, e-filing materials, or any other legal or administrative materials.

“Dispatch Request” means any instruction submitted by the Client directing Legal to perform an Assignment, whether submitted electronically, verbally, or through any designated portal or communication channel.

“Conditions Precedent” means all requirements that must be satisfied by the Client before Legal is obligated to perform any Assignment, including but not limited to providing accurate information, complete documents, correct addresses, statutory compliance, and payment of required fees.

“Operational Feasibility” means Legal’s ability to perform an Assignment within the constraints of statutory requirements, courthouse procedures, safety considerations, and logistical realities.

“Best-Efforts Standard” means the commercially reasonable efforts Legal will apply to each Assignment, recognizing that Legal cannot guarantee outcomes, acceptance by third parties, or judicial processing timelines. This standard includes compliance with applicable service-of-process statutes (including, where relevant, California Code of Civil Procedure §§ 415.10–415.95), courthouse filing rules, and procedural requirements governing document acceptance.

“Rate Card” means any published pricing schedule issued by Legal, including the Process Server Rate Card, Court Courier Rate Card, and any future pricing schedules. Rate Cards are incorporated by reference and subject to the global liability limitations contained in these Master Terms.

“Service Window” means the estimated timeframe within which Legal will attempt or complete an Assignment, subject to operational feasibility, courthouse hours, and external constraints.

“Restricted Acts” means any actions Legal is prohibited from performing, including providing legal advice, interpreting statutes, advising on legal strategy, or engaging in conduct reserved exclusively for licensed attorneys.

“Material Reliance” means Legal’s reliance on the accuracy and completeness of the Client’s submissions, which forms a foundational assumption for all Assignments.

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Service Relationship and Professional Standard of Care

Service Relationship

Legal provides disciplined, professional legal-support services to the Client under a non-exclusive, independent-contractor relationship. No attorney-client relationship is formed between Legal and the Client, and Legal does not provide legal advice, legal interpretation, or strategic guidance. All communications, updates, and operational information provided by Legal are strictly administrative in nature and shall not be construed as legal counsel.

The Client acknowledges that Legal's performance is materially dependent on the accuracy, completeness, and timeliness of the Client's submissions. Legal is entitled to rely on all information, documents, and instructions provided by the Client without independent verification unless expressly agreed otherwise in writing.

Professional Standard of Care

Legal shall perform all Services using disciplined, commercially reasonable efforts consistent with professional legal-support industry standards. This includes adherence to statutory service-of-process requirements (including, where applicable, California Code of Civil Procedure §§ 415.10–415.95), courthouse filing rules, and procedural mandates governing document acceptance.

Legal does not guarantee any particular outcome, acceptance, judicial processing, or result. All Services are performed on a best-efforts basis within the constraints of operational feasibility, courthouse hours, statutory requirements, and third-party cooperation.

No Legal Advice; No Duty to Warn; No Duty to Monitor Deadlines

Legal is not a law firm and does not provide legal advice. Legal shall have no duty to warn the Client of legal defects, filing deadlines, procedural deficiencies, improper service instructions, or statutory non-compliance. Legal does not monitor, track, calendar, or supervise any filing deadlines, service deadlines, hearing dates, or statutory cutoffs. The Client is solely responsible for determining the legal sufficiency, strategic appropriateness, and statutory compliance of all documents and instructions submitted to Legal.

Reliance and Conditions Precedent

Legal's performance is conditioned upon the Client satisfying all Conditions Precedent, including providing correct addresses, complete documents, accurate information, and timely payment. Any failure by the Client to satisfy these Conditions Precedent relieves Legal of any obligation to perform and may result in delays, additional fees, or cancellation of the Assignment.



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Legal shall not be liable for delays, failed attempts, or adverse outcomes resulting from inaccurate information, incomplete documents, or instructions that are legally defective, ambiguous, or operationally infeasible.

Right to Decline, Suspend, or Terminate Assignments

Legal may decline, suspend, or terminate any Assignment if, in Legal's sole discretion, the Assignment appears unsafe, unlawful, fraudulent, misleading, operationally impossible, or inconsistent with statutory requirements or courthouse procedures. Legal may also suspend performance if the Client fails to satisfy any Condition Precedent or if the Client's instructions materially conflict with legal-support industry standards or operational feasibility.

No Guarantee of Acceptance or Outcome

Legal cannot and does not guarantee acceptance of documents by any court, clerk, agency, or third party. Legal's responsibility is limited to performing the Assignment using commercially reasonable efforts; the Client bears all risk associated with judicial discretion, clerk review, statutory interpretation, or third-party cooperation. Proofs of Service and Declarations of Due Diligence are completed based on the server's observations and statutory requirements. Legal Support Services is not liable for clerk or court rejection of any Proof of Service or Declaration of Due Diligence arising from client-provided deficiencies, incorrect case information, improper documents, or statutory defects outside our control.

Meeting of the Minds

A clear meeting of the minds is formed upon the Client's submission of Materials or request for service, which constitutes the Client's agreement to these Master Terms, authorization for Legal to perform the Assignment, acknowledgment that all rate cards and service boundaries have been reviewed, confirmation that all fees are earned upon commencement, and acceptance of full liability for the accuracy, completeness, and legal sufficiency of all Materials provided. This manifestation of assent forms the contractual foundation upon which Legal materially relies in performing all Services.

Client Responsibilities (Conditions Precedent)

Client Responsibilities

The Client bears full responsibility for the accuracy, completeness, and legal sufficiency of all Materials, instructions, and information submitted to Legal. Legal materially relies on the Client's submissions, and such reliance forms a foundational assumption of the service relationship. Legal does not verify, audit, or review Materials for legal adequacy, statutory compliance, or strategic appropriateness.

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Conditions Precedent to Performance

Legal's obligation to perform any Assignment is expressly conditioned upon the Client satisfying all Conditions Precedent, including but not limited to providing complete and properly formatted Materials, accurate service addresses and identifying information, documents that comply with applicable statutes and rules of court, timely payment of all required fees, and advance disclosure of any special instructions, deadlines, or constraints. Rush requests do not override these Conditions Precedent, and Legal shall not be liable for delays or adverse outcomes caused by incomplete, inaccurate, or untimely submissions.

Failure to satisfy any Condition Precedent relieves Legal of any obligation to perform and may result in delays, suspension, cancellation, or additional fees.

Checklist Compliance

The Client shall comply with all checklist requirements published by Legal, including those contained in any rate card, service menu, or intake form. Checklist items constitute mandatory Conditions Precedent to performance. Legal materially relies on the Client's completion of each checklist item, and any omission, inaccuracy, or deviation may result in delays, suspension, cancellation, or additional fees. The Client acknowledges that failure to satisfy checklist requirements places all resulting risk, including clerk rejection, next-day processing, misrouting, or assembly errors, solely on the Client.

Accuracy of Information

The Client is solely responsible for verifying all addresses, locations, case numbers, filing windows, and procedural requirements. Legal shall not be liable for failed attempts, delays, or adverse outcomes resulting from inaccurate, outdated, incomplete, or misleading information provided by the Client.

Document Sufficiency & Compliance

The Client is solely responsible for ensuring that all Materials comply with statutory service requirements, filing rules, formatting mandates, and procedural prerequisites. Legal has no duty to warn the Client of defects, omissions, or non-compliance. Any rejection, refusal, or delay by a court, clerk, agency, or third party arising from document deficiencies is solely the Client's responsibility.

Disclosure of Known Risks

The Client shall disclose any known risks associated with an Assignment, including hostile or evasive defendants, dangerous environments, prior failed attempts, or circumstances that may affect safety or operational feasibility. Legal may decline, suspend, or terminate an Assignment if such risks render performance unsafe, unlawful, or operationally impracticable.

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Communication Requirements

The Client must provide timely responses to Legal's inquiries, including clarifications, supplemental information, or corrections. Delays in communication may result in suspension or cancellation of the Assignment. Legal shall not be liable for missed deadlines, failed attempts, or adverse outcomes caused by the Client's failure to communicate promptly.

Indemnification for Client-Provided Materials

The Client shall indemnify, defend, and hold Legal harmless from any claims, losses, liabilities, damages, or expenses arising from inaccurate information, defective documents, unlawful instructions, or any Materials that fail to comply with statutory or procedural requirements. This indemnification survives completion of the Assignment and applies to all Services performed under these Master Terms.

Assumption of Risk

The Client assumes all strategic, procedural, and legal risk associated with the Assignment, including risks arising from judicial discretion, clerk review, statutory interpretation, or third-party cooperation. Legal's role is strictly operational, and the Client acknowledges that all strategic decisions remain solely within the Client's control and responsibility.

Operational Boundaries and Service Limitations

Global Operational Boundaries

Legal performs all Assignments within the constraints of statutory requirements, courthouse procedures, safety considerations, and operational feasibility. Legal does not guarantee any particular outcome, acceptance, judicial processing, or result. All services are performed on a best-efforts basis, and Legal may decline, suspend, or terminate any Assignment that appears unsafe, unlawful, fraudulent, misleading, or operationally impracticable.

Legal shall not be responsible for verifying the legal sufficiency, formatting, eligibility, or procedural compliance of any Materials. Legal does not cure defects, correct errors, or modify documents unless separately contracted under Administrative Services. Legal does not monitor, track, calendar, or supervise filing deadlines, service deadlines, hearing dates, or statutory cutoffs.

Legal is not responsible for delays, failures, or adverse outcomes caused by forces of nature, acts of God, unforeseen emergencies, public safety incidents, natural disasters, civil disturbances, government actions, or any extraordinary circumstances beyond Legal's control.



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Liability for all Assignments is strictly limited to the amount of the service fee paid, and no consequential, incidental, special, or punitive damages shall be recoverable under any circumstances.

Courier Operational Boundaries

Legal performs courier Assignments with disciplined professional care, controlled chain-of-custody, and adherence to applicable court procedures. The accuracy, completeness, and readiness of client-provided Materials are conditions precedent to performance. Legal cannot assume responsibility for correcting defects or ensuring clerk acceptance when Materials are missing, incorrect, incomplete, or improperly prepared.

Legal expressly disclaims liability for any adverse outcome arising from client-provided deficiencies, including clerk rejection, delays, next-day processing, misrouting, incorrect assembly, incorrect filing, or missed cutoff windows. All risks associated with such deficiencies remain solely with the Client.

Fees are earned at the commencement of service—pickup, transport, and controlled custody—and remain fully due regardless of clerk acceptance, rejection, or processing outcome. Legal does not guarantee filing approval and does not resubmit or cure rejected documents unless separately contracted under Administrative Services.

All drop box deliveries are documented with timestamped photographic proof. Filing dates are determined solely by the court based on the actual drop box timestamp. Legal assumes no liability for clerk retrieval times, court processing delays, or filings deposited after posted cutoff times.

Any delay exceeding fifteen (15) minutes places the Assignment on a best-efforts basis, and precise timing can no longer be guaranteed.

Process Server Operational Boundaries

Legal performs process serving and legal-support activities in accordance with applicable statutes and industry standards; however, all responsibility for the accuracy, completeness, and legal sufficiency of client-provided information rests solely with the Client.

Legal is not liable for delays, unsuccessful service attempts, or adverse case outcomes resulting from incorrect addresses, incomplete or inaccurate party information, outdated data, or documents that are not court-filed, properly prepared, or legally eligible for service.

All service attempts are conducted on a best-efforts basis. Legal does not guarantee personal service, substituted service, or service within any specific timeframe, nor does it guarantee that any individual will be present, cooperative, or reachable at the provided address. Legal is not



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responsible for subjects who evade service, refuse contact, relocate, conceal their whereabouts, or otherwise impede service.

Any additional attempts, upgraded service methods, or stakeouts require Client authorization and may incur additional fees. Filing deadlines, statutory service windows, and court-imposed requirements are the sole responsibility of the Client. Legal assumes no liability for missed deadlines, defective service, or adverse rulings arising from client-provided timelines, last-minute requests, or circumstances outside Legal's control.

Proofs of service are completed based on the server's observations and statutory requirements; Legal is not responsible for judicial determinations regarding sufficiency, validity, or acceptance of service.

Clients must disclose all known safety concerns, access restrictions, or hazards. Legal is not liable for delays or inability to complete service due to locked gates, security personnel, restricted access, dangerous animals, hostile individuals, or any condition that reasonably prevents safe completion of service. Legal reserves the right to discontinue attempts if conditions pose a risk to safety or violate legal or ethical standards.

Legal assumes no responsibility for delays, failures, or inability to perform caused by forces of nature, acts of God, unforeseen emergencies, public safety incidents, natural disasters, civil disturbances, government actions, or any extraordinary circumstances beyond Legal's control.

Liability is strictly limited to the cost of the service fee paid, and no consequential, incidental, or punitive damages shall be recoverable under any circumstances.

Fees, Billing, Fee Advancement, and Earned-Upon-Commencement Rules

Cancellation & Refunds

Cancellations must be made before dispatch (for process serving) or before pickup/custody (for courier services). Once service begins, fees are fully earned and non-refundable. If a refund is due, it will be issued only after funds have cleared and are available in Legal's bank or merchant account.

Earned-Upon-Commencement Doctrine

Fees are earned in full at commencement of service, defined as:

- **Process Serving:** upon dispatch
- **Courier Services:** upon dispatch for pickup or custody or print
- **Administrative Services:** upon initiation of service



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Once service begins, all fees are non-refundable regardless of outcome, clerk acceptance, rejection, or processing result. This doctrine applies uniformly across all service types.

Chargeback Prohibition

The Client agrees not to initiate chargebacks for any service that has commenced. Any attempted chargeback constitutes a material breach of contract, fraudulent misrepresentation, and authorization for Legal to pursue recovery of all amounts owed, including attorney fees, administrative fees, chargeback penalties, and collection costs. Legal may provide documentation, chain-of-custody records, dispatch logs, or proof of service to the merchant processor to contest any improper chargeback.

Attorney Fees for Collection

The Client agrees to pay all costs of collection, including attorney fees, court costs, administrative fees, and interest at the maximum legal rate. This obligation survives completion of the Assignment and applies to all unpaid balances, chargeback reversals, and advancement reimbursements.

Administrative Advancement Fee (Court and Third-Party Fees)

Fee advancement is provided strictly as a professional courtesy and is subject to the following conditions:

- All advanced fees incur an 8% administrative advancement fee.
- Fee advancement covers court fees, clerk fees, copy fees, postage, certified mail, drop-box fees, e-filing vendor fees, and unexpected fees required to complete the Service Cycle.
- “Unexpected fees” include but are not limited to court-imposed fees, additional copy fees, mandatory add-on fees, new or updated clerk requirements, emergency or same-day fees.
- Legal is not responsible for incorrect fee schedules, court fee changes, clerk errors, or rejected filings arising from Client-provided defects.
- The Client explicitly authorizes Legal to charge the credit card on file automatically for 100% of these trailing fees plus the 8% Administrative Advancement Fee immediately upon notification from the court, without requiring secondary approval or advance notice to the Client..
- Legal may suspend services for unpaid advancement balances.
- Legal may decline fee advancement at its discretion.

Authorized Charges



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The Client authorizes Legal to charge the Client's card for all agreed service fees, additional-person fees, approved court costs, and any additional charges necessary to complete the Assignment, including the disclosed 8% administrative fee on advancements. This authorization remains in effect until revoked in writing, and revocation does not cancel charges for services already rendered or fees already incurred.

Authorization Caps

If the Client elects to impose an authorization cap, Legal shall not exceed the stated amount. If actual fees exceed the selected cap, a new authorization form is required before additional charges can be processed. If the Client selects "no cap," Legal may charge actual fees as required to complete the Assignment.

Global Liability Limitations

No Guarantee of Outcome

Legal performs all Services on a best-efforts basis and does not guarantee any particular outcome, acceptance, judicial processing, filing result, service result, or third-party cooperation. Legal is not responsible for clerk discretion, judicial determinations, statutory interpretation, or any outcome outside Legal's direct control.

Client-Provided Deficiencies

Legal shall not be liable for any adverse outcome arising from client-provided deficiencies, including but not limited to incorrect addresses, incomplete or inaccurate information, outdated data, improperly prepared documents, missing documents, non-compliant formatting, or Materials that are not court-filed, legally eligible, or procedurally sufficient. All risks associated with such deficiencies remain solely with the Client.

No Duty to Cure, Correct, or Resubmit

Legal does not cure defects, correct errors, or resubmit rejected documents unless separately contracted under Administrative Services. Legal shall not be responsible for clerk rejection, next-day processing, misrouting, incorrect assembly, incorrect filing, or missed cutoff windows caused by client-provided Materials.

Timing Limitations & Best-Efforts Timing Doctrine

Legal shall not be liable for missed deadlines, timing delays, or adverse outcomes caused by late document availability, client-initiated hold times, incomplete Materials, or circumstances outside Legal's control. Any delay exceeding fifteen (15) minutes places the Assignment on a best-efforts basis, and precise timing can no longer be guaranteed.

Safety, Access and Environmental Limitations

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Legal shall not be liable for delays or inability to perform caused by locked gates, security personnel, restricted access, dangerous animals, hostile individuals, unsafe environments, or any condition that reasonably prevents safe completion of service. Legal may discontinue attempts if conditions pose a risk to safety or violate legal or ethical standards.

Operational Feasibility Limitations

Legal may decline, suspend, or terminate any Assignment that appears unsafe, unlawful, fraudulent, misleading, operationally impossible, or inconsistent with statutory requirements or courthouse procedures. Legal shall not be liable for delays or failures arising from operational infeasibility.

Force Majeure

Legal shall not be liable for delays, failures, or inability to perform caused by forces of nature, acts of God, unforeseen emergencies, public safety incidents, natural disasters, civil disturbances, government actions, or any extraordinary circumstances beyond Legal's control.

Chain-of-Custody and Drop Box Limitations (Courier Services)

Legal documents all drop box deliveries with timestamped photographic proof. Filing dates are determined solely by the court based on the actual drop box timestamp. Legal assumes no liability for clerk retrieval times, court processing delays, or filings deposited after posted cutoff times.

Service Attempt Limitations (Process Serving)

Legal does not guarantee personal service, substituted service, or service within any specific timeframe. Legal is not responsible for subjects who evade service, refuse contact, relocate, conceal their whereabouts, or otherwise impede service. Additional attempts, upgraded methods, or stakeouts require Client authorization and may incur additional fees.

No Monitoring of Deadlines

Legal does not monitor, track, calendar, or supervise filing deadlines, service deadlines, hearing dates, or statutory cutoffs. The Client is solely responsible for all legal timing requirements.

Limitation of Liability

Liability for all Assignments is strictly limited to the amount of the service fee paid. No consequential, incidental, special, exemplary, or punitive damages shall be recoverable under any circumstances, regardless of theory of liability, including negligence, breach of contract, or statutory claims.

Indemnification



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The Client shall indemnify, defend, and hold Legal harmless from any claims, losses, liabilities, damages, penalties, chargeback costs, attorney fees, or expenses arising from inaccurate information, defective documents, unlawful instructions, chargeback attempts, or any Materials that fail to comply with statutory or procedural requirements. This indemnification survives completion of the Assignment.

Chargeback Liability

Any attempted chargeback constitutes a material breach of contract and fraudulent misrepresentation. The Client shall be liable for all service fees, chargeback penalties, administrative time, collection costs, and attorney fees required to recover the debt.

Earned-Upon-Commencement Confirmation

All fees are earned upon commencement of service—dispatch, pickup, custody, or initiation—and remain fully due regardless of outcome, clerk acceptance, rejection, or processing result.

Best-Efforts Standard and No Guarantees

Legal performs all Services on a disciplined, commercially reasonable, best-efforts basis. Legal does not guarantee any particular outcome, result, acceptance, timing, service success, filing success, judicial processing, or third-party cooperation. All Assignments are subject to operational feasibility, statutory requirements, courthouse procedures, clerk discretion, and conditions outside Legal's control. No statement, communication, update, or representation made by Legal shall be construed as a warranty, promise, assurance, or guarantee of outcome. The Client acknowledges that all strategic, legal, and procedural decisions remain solely within the Client's responsibility and control, and Legal's role is strictly operational.

Confidentiality and Data Handling

Confidentiality

Legal maintains confidentiality of all Client Materials and communications. Legal may disclose information only when required by law, compelled by court order, or necessary to comply with statutory obligations. Confidentiality applies to all Assignments, regardless of service type.

Confidentiality of Client Materials

Legal maintains confidentiality of all Client Materials, communications, and Assignment-related information. Confidentiality applies to all service types, including process serving, courier operations, administrative support, and fee advancement. Legal may disclose information only when required by law, compelled by court order, necessary to comply with statutory obligations, or reasonably required to complete an Assignment (including disclosure to courts, clerks, vendors, or third-party service providers directly involved in the Assignment).

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No Attorney-Client Privilege

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Data Handling and Operational Use

Legal may store, transmit, and process Client Materials solely for the purpose of completing Assignments, maintaining chain-of-custody records, documenting service attempts, or complying with statutory requirements. Legal may retain operational records, including dispatch logs, chain-of-custody documentation, photographic proof, proofs of service, and billing records, for compliance, audit, or evidentiary purposes.

Required Disclosures

Legal may disclose Client information when required by law, including compliance with subpoenas, court orders, law enforcement requests, or statutory mandates. Legal shall not be liable for disclosures compelled by legal process.

Confidentiality of Payment Information

Legal maintains confidentiality of all payment information submitted through authorization forms, including cardholder data, authorization caps, and fee-advancement approvals. Payment information may be disclosed only to merchant processors, financial institutions, or legal authorities when required to process payments, contest chargebacks, or pursue collection.

Chargeback Documentation

In the event of a chargeback, the Client authorizes Legal to disclose relevant operational records—including dispatch logs, chain-of-custody records, photographic proof, proofs of service, and communication history—to the merchant processor or financial institution for the purpose of contesting the chargeback.

Modification of Confidentiality Practices

Legal may update confidentiality and data-handling practices at any time. The most current version governs all Services. Continued submission of Materials or service requests constitutes acceptance of any updated confidentiality terms.

Term, Termination, and Suspension

Term



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These Master Terms take effect upon the Client's first submission of Materials or request for service and remain in continuous force for all subsequent Assignments unless superseded by an updated version. Each Assignment is governed by the version of the Master Terms in effect at the time the Assignment is submitted.

Client Termination

The Client may terminate an Assignment only before commencement of service. Once service begins—defined as dispatch, pickup, custody, or initiation—fees are fully earned and non-refundable. Termination does not relieve the Client of obligations incurred prior to termination, including reimbursement of advanced fees, payment of outstanding balances, or compliance with indemnification obligations.

Legal's Right to Suspend or Terminate

Legal may suspend or terminate any Assignment, or all Services to the Client, at Legal's sole discretion, if:

- Conditions Precedent are not satisfied;
- Materials are incomplete, inaccurate, unlawful, unsafe, or operationally infeasible;
- The Client fails to communicate, respond, or provide required information;
- The Client maintains an unpaid balance, including fee-advancement reimbursement;
- The Client initiates or threatens a chargeback;
- The Assignment presents safety risks, ethical concerns, or statutory conflicts;
- The Client engages in abusive, fraudulent, or misleading conduct.
- Suspension or termination by Legal does not cancel fees earned upon commencement and does not relieve the Client of any outstanding financial obligations.

Survival of Obligations

The following obligations survive termination of any Assignment or termination of Services:

- Confidentiality
- Indemnification
- Chargeback liability
- Earned-upon-commencement doctrine
- Fee advancement reimbursement
- Attorney-fee recovery
- Limitation of liability

These obligations remain enforceable regardless of termination, cancellation, or suspension.

No Waiver



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Failure by Legal to enforce any provision of these Master Terms shall not constitute a waiver of that provision or any other right. All rights and remedies are cumulative and may be exercised concurrently or separately.

Entire Agreement, Severability, and Interpretation

Entire Agreement

These Master Terms, together with all applicable rate cards, service menus, authorization forms, and written instructions provided by Legal, constitute the entire agreement between the parties and supersede all prior or contemporaneous communications, representations, or understandings, whether oral or written. In the event of any conflict, these Master Terms control.

Incorporation by Reference

All rate cards, service menus, checklists, and authorization forms issued by Legal are incorporated into these Master Terms by reference and shall be interpreted as integral components of the service relationship. Completion of any authorization form or checklist does not modify or waive any provision of these Master Terms.

Severability

If any provision of these Master Terms is determined to be invalid, unlawful, or unenforceable, the remaining provisions shall remain in full force and effect. Any invalid provision shall be interpreted, modified, or reformed to the minimum extent necessary to render it enforceable while preserving the parties' original intent.

Interpretation

These Master Terms shall be interpreted according to their plain meaning, without regard to which party drafted them. Headings are for convenience only and do not affect interpretation. No ambiguity shall be construed against Legal. The Client acknowledges that these Master Terms are intended to create a clear meeting of the minds and eliminate ambiguity regarding authorization, responsibility, and payment obligations.

No Third-Party Beneficiaries

These Master Terms create obligations solely between Legal and the Client. No third party shall be deemed a beneficiary of any provision.

Modification of Terms

Legal may update these Master Terms at any time. The most current version governs all Services. Continued submission of Materials or service requests constitutes acceptance of any updated terms.