



Process Server Terms of Service

Service Overview

Process Serving by Legal Support Services delivers disciplined, concierge-level service across **Riverside, Orange, and San Diego** counties. Built on more than a decade of structured operational execution and strengthened by the developing legal insight of a law student and future attorney, each serve is managed with controlled timing, clear communication, and litigation-ready documentation. Our service model also offers integrated *bundle* options for attorneys who prefer consolidated handling of serves, filings, and document management under one predictable, professionally managed workflow. Legal Support Services is engineered to protect attorney time, reduce administrative friction, and provide consistent, court-ready results throughout every stage of the service cycle.

Scope of Service

Legal Support Services executes each Process Serving cycle with controlled timing, disciplined documentation, and adherence to applicable California Civil Procedure requirements. Each assignment is treated as a single, defined service cycle—one defendant, one address, three structured attempts—ensuring accuracy, compliance, and clear chain-of-custody. Our law-trained operational foundation provides the procedural awareness attorneys expect, and our integrated courier and filing capabilities allow firms to consolidate serves, filings, and document handling into one seamless workflow, eliminating the need to coordinate multiple vendors.

- **Statutory Compliance** — All serves follow the California Code of Civil Procedure governing service of process, ensuring attempts, methods, and proofs align with statutory requirements and accepted court practices.
- **Three Structured Attempts** — Up to three disciplined attempts at the Primary Address. Redirects and additional defendants at the same location are available as add-ons.
- **Single Address, Single Defendant** — Each service cycle covers one location and one individual to maintain controlled chain-of-custody.
- **Standard Attempt Windows Included** — Evening and weekend windows included; premium windows available as add-ons.
- **Professional Documentation** — Timestamped attempt notes, photos when appropriate, and status updates throughout the cycle.
- **Proof of Service & Declaration** — POS-010 Proof of Service and MC-030 Declaration prepared upon completion unless the attorney instructs use of alternate judicial council forms.
- **Post-Service Delivery** — Completed POS/DOD scanned and emailed within 1–2 calendar days. Optional filing and mailing services available for time-sensitive matters:
 - Standard, Priority, or Certified Mailing
 - Concierge Drop-Off



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- Direct Courthouse Drop-Off
- E-Filing

Attempt Pattern and Windows

Legal Support Services executes each standard service cycle using three structured attempts distributed across high-success windows. These windows are selected to maximize contact probability, maintain compliance with California Civil Procedure, and deliver a disciplined, professional service experience. Weekday attempts are performed by appointment only, ensuring controlled timing and predictable execution. Order of attempt windows is subject to change based on when orders are received. Additional attempt windows are available upon request for matters requiring specialized timing or strategic placement.

Attempt Window	Timeframe	Purpose & Value
Evening Attempt	6:00 PM – 10:00 PM	Primary residential window with strong contact rates and consistent results.
Second Evening Attempt	6:00 PM – 10:00 PM	Varied day to increase reach, reduce evasion, and strengthen due diligence.
Weekend Attempt	Fri 6:00 PM – Sun 10:00 PM	High-value window for defendants unavailable during the workweek.

After-Hours, Weekend and Holiday Coverage

Legal Support Services maintains extended availability beyond standard business hours, providing disciplined night, weekend, and holiday coverage for time-sensitive or urgent service needs. This premium window is designed for matters where defendants are difficult to reach, deadlines are approaching, or immediate action is required. Our expanded coverage ensures attorneys have a reliable, professional resource capable of executing critical serves when traditional vendors are unavailable.

Coverage Window	Timeframe	Purpose & Value
After-Hours Coverage	10:00 PM – 2:00 AM	High-impact window for evasive defendants and urgent, late-day directives.



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Coverage Window	Timeframe	Purpose & Value
Weekend Coverage	Saturday & Sunday (All Day)	Ideal for defendants unavailable during the workweek; significantly increases success rates.
Holiday Coverage	Court-Closed Holidays	Critical option for statutory deadlines, emergency matters, and immediate service needs.

Process Serving Rate Card

Legal Support Services provides disciplined, attorney-focused process serving engineered for reliability, compliance, and predictable execution. Each service cycle is structured with controlled timing, professional documentation, and strict adherence to California Civil Procedure. Our premium model allows attorneys to consolidate serves, filings, and administrative handling into a single, seamless workflow—eliminating the need to coordinate multiple vendors and preserving valuable attorney time.

I. Standard Service

Service Type	Description
Riverside County	Up to three (3) attempts at one address. First attempt within 5 calendar days.
Orange County	Up to three (3) attempts at one address. First attempt within 5 calendar days.
San Diego County	Up to three (3) attempts at one address. First attempt within 5 calendar days.

II. Premium Attempt Windows (per attempt)

Premium Window	Timeframe
Daytime Attempt	Before 6:00 PM
Early Morning Attempt	6:00 AM – 9:00 AM
Late Night Attempt	10:00 PM – 2:00 AM



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Premium Window	Timeframe
Workplace Attempt	Anytime
Holiday Attempts	Federal and State recognized holidays

III. Rush Services

Rush Type	Description
Next Day Service	First attempt next calendar day
Same Day Service	Immediate dispatch; first attempt same day; all counties

IV. Additional Services

Service	Description
Stakeout Surveillance	2-hour minimum
Additional Person at Same Address	Same visit
Additional Attempt (Beyond 3 Included)	Per attempt

V. Redirected Service

Redirected fees are added to the original service fee. New address will be leveraged next attempt or same attempt depending on distance and progression of current attempt.

Redirects after three attempt will incur additional attempt fee. Redirects are considered same cycle and do not add additional attempts, this fee is solely to cover change of address.

Redirect Type	Condition
Redirect Before First Attempt	No attempts had been made
Redirect After Attempts Begin	Upon driver dispatch or after any attempt

VI. Courier and Administrative Services



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Courier and administrative support services are designed to provide attorneys with a seamless, end-to-end workflow that eliminates unnecessary coordination and preserves valuable time. Legal Support Services manages printing, mailing, filing preparation, chambers delivery, and secured document handling with the same disciplined execution applied to every serve. Standard mailing and initial printing are included at no cost, while premium options are available for matters requiring elevated timing, specialized handling, or enhanced court positioning.

Administrative Service	Description
Printing (20 Pages Included)	First 20 pages free
Printing (Additional Pages)	B&W \$0.35 / Color \$0.75
Courier Pick/ Drop-Off (One-Way)	Chain-of-Custody
Standard Mail (Flat Fee/ First-Class)	USPS First-Class
Certified Mail (Fee + USPS Cost)	Certified Mail
Priority Mail (Fee + USPS Cost)	USPS Priority Mail
Scan and E-mail	Digital return of served documents
Courthouse Drop-Box Delivery (All Service Counties)	Submitted to courthouse drop box within 1-2 business day. Late Night and Overnight also available.
Morning Chambers Delivery	Delivered before morning chambers intake for early judicial review. Minimum 24-hour notice required.
Digital e-Filing Support	Includes submission, confirmation, and conformed copy return. Submitted within 24-48-hours.

Legal Support Bundles

Legal Support Bundles are engineered for attorneys who value predictability, efficiency, and controlled execution. Each bundle consolidates multiple service steps into one professionally managed workflow — eliminating the need to coordinate multiple vendors, track separate timelines, or manage fragmented communication. With a single point of contact, litigation-ready



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documentation, and disciplined chain-of-custody, our bundles deliver time savings, reduced administrative friction, and reliable outcomes across Riverside, Orange, and San Diego Counties.

Legal Support Services provides structured, concierge-level support that protects attorney time, ensures compliance, and maintains consistent quality from intake to completion. Bundles are designed to offer clear pricing, unified handling, and dependable results, allowing firms to focus on case strategy while we manage the operational execution.

Bundle	Included Services	Value to Attorney
Digital Service Bundle	Print (20 pages) • Standard Serve • Proof of Service • e-Filing • Scan and e-mail documents	Consolidates prep, service, and filing into one workflow; eliminates printing delays; predictable next-step handling; one vendor instead of three
Drop Box Service Bundle	Print (20 pages) • Standard Serve • Proof of Service • Court Drop Box Delivery • Scan and e-mail documents	Unified serve + filing execution; reduces coordination; ensures clerk-ready delivery; reliable next-day processing
Full-Service Workflow Bundle	Courier • Print (20 pages) • Standard Filing • Standard Serve • Proof of Service • Court Drop Box Delivery • Scan and e-mail documents	Complete end-to-end handling; eliminates morning rush and multi-vendor scheduling; ensures compliance; premium chain-of-custody and predictable outcomes

Client Checklist – Process Serving Requirements

To ensure each service of process assignment is executed with accuracy, efficiency, and compliance, clients must provide complete and verified information prior to dispatch. These preparation standards help prevent delays, reduce unsuccessful attempts, and support the level of professional care expected with every serve.

- Valid, complete service address (including unit numbers, gate codes, and access instructions)
- Full legal name of the subject, aliases, and any physical description or identifiers
- Court-filed, print-ready service documents in correct page order
- Known availability windows, work schedules, or best times for contact
- Safety or access concerns (dogs, locked gates, security, prior incidents)



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- Case details, deadlines, and any court-specific service requirements
- Supporting information (skip-trace results, prior attempts, vehicle details, photos)
- Concierge Point of Contact – Name and Phone Number

Liability Disclaimer

Legal Support Services performs process serving in accordance with applicable statutes and industry standards. The accuracy, completeness, and legal sufficiency of client-provided information — including addresses, party details, and document eligibility — are conditions precedent to performance. All service attempts are conducted on a best-efforts basis, and Legal Support Services does not guarantee personal service, substituted service, or service within any specific timeframe. Legal Support Services is not responsible for delays or unsuccessful service caused by incorrect or outdated information, subjects who evade or refuse service, access restrictions, safety hazards, or any circumstance outside our control. All fees are earned at the commencement of service — including dispatch, travel, and attempts — and remain fully due regardless of outcome. 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. All services, fees, timing rules, and liability limitations are governed by the Master Terms of Service, which control in all circumstances.

