

# Will Writing Solutions

Tailored Wills at Affordable Prices

## Our Terms of Engagement

### COMMITMENT

- We (Will Writing Solutions) will provide you with the necessary information to help you prepare to give your Will instructions.
- We will make an appointment to visit you in your home (or other preferred location) at a time convenient to you, to take your instructions and answer any queries. Alternatively, we can arrange a telephone, Zoom or MS Teams appointment if this is more convenient.
- We will need to verify your identity for our records.
- Draft documents will be made available to you, to give you time to review your documentation and confirm any amendments before we print and bind your documents ready for signatures.
- We will arrange a further meeting to deliver your approved documents and to sign and witness them with you. Documents may be posted to you for self-attestation if this is appropriate.
- We hold Professional Indemnity Insurance of £2m to cover claims and losses arising because of any negligent act.

### DISCLOSURE

- The validity, accuracy and suitability of documents we provide will depend upon your honesty, and the accuracy of the information you provide. We cannot be responsible for consequences arising from inaccurate or incomplete information provided by you.

### FEES

- Please refer to our price list for details of our fees. We promise there are no hidden costs. We reserve the right to collect 50% of the fees payable at the meeting when we take your instruction. The balance payable when the documents are delivered.
- We accept bank transfer, cash or card payments.

### CANCELLATIONS

- Any cancellation received after seven days of your instruction being taken will result in 50% of our fees being payable, with no refund of fees up to 50% already paid.

### TIMESCALES

- Your documents will be ready for initial review normally within 10 working days of receipt of complete information.

Write to: 3 Heol Croesty, Pencoed, Bridgend, CF35 5LR

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