

## Terms and Conditions

At Divorce Now, we love to help all of our customers. We like to keep things simple which is why we've tried to keep our Terms and Conditions as clear as possible, and give you all the information we can about the services we offer so that you completely understand the whole process. It's really important to us that our service meets your expectations, so please spend a few minutes to read our Terms and Conditions in their entirety before making your purchase.

Please note that we reserve the right to amend this document in part or fully at any time.

You will be accepting these Terms and Conditions in their entirety by using our services and at the time of each and every purchase from Divorce Now including any amendments that may be made by Divorce Now.

### **Statutory Rights**

Your statutory rights are unaffected by these Terms and Conditions

### **Services and Limitation of Liability**

Divorce Now is an online divorce provider assisting unrepresented petitioners in respect of their uncontested divorces only.

Divorce Now is not regulated or authorised by the SRA. As such it is not subject to the SRA's compulsory professional indemnity insurance requirements.

Divorce Now does have a qualified practising solicitor working for them and this solicitor is personally authorised and regulated by the SRA, however this authorisation and regulation does not apply to Divorce Now.

Divorce Now does not provide reserved legal services to the public.

Divorce Now offers an online service only to its customers. Divorce Now cannot be held liable for any action you take in respect of any Proceedings. We refer to our Disclaimer which can be found on our website which sets out our liability in respect of the documents that we produce. Please read our Disclaimer carefully as it forms part of our Terms and Conditions.

You are purchasing an online service.

### **Value DIY Package**

Once you have selected the Value DIY Package and made payment of £19.99, you will receive an automatic download of all the blank divorce forms you will need to get your divorce. You will also receive a download of Divorce Now's Guide and Court Form Guidance.

### **Premium Personalised Package**

Once you have selected the Premium Personalised Package option and made payment of £89.99, you will be presented with an online questionnaire which must be fully and accurately completed. You must return the questionnaire to our designated email address and documents are then created based upon the information you have input into the questionnaire. It is important that you carefully check all details input into the questionnaire including the spelling of all names prior to submission. Divorce Now reserves the right to charge an administration fee for any amendments required.

All documents shall be checked by our in-house solicitor prior to them being despatched to you by email.

You will then be required to file the Divorce Application to the Court yourself following our guide and you will have online support if you require any further guidance. You will liaise with the Court and submit all Court forms yourself.

### **Deluxe Managed Package**

Once you have selected the Deluxe Managed Package option and made payment of £189.99, you will be presented with an online questionnaire which must be fully and accurately completed. You must return the questionnaire to our designated email address together with a photograph of the marriage certificate and translation (if applicable) and Deed Poll document (if applicable), and documents are then created based upon the information you have input into the questionnaire. It is important that you carefully check all details input into the questionnaire including the spelling of all names prior to submission. Divorce Now reserves the right to charge an administration fee for any amendments required.

The divorce application will then be submitted to the Court who will issue the proceedings and send the papers to your estranged spouse for their response.

### **Clean Break Order**

This service is for parties who are in agreement and have no assets or finances to share.

The D81 Statement of Information Form and Consent Order shall be drafted once the divorce petition has been issued and the Respondent has returned the Acknowledgement of Service to Court.

Both parties are required to sign the D81 Statement of Information for a Consent Order Form and the Consent Order itself so it is important you provide your estranged spouse the documents for signature.

It is strongly recommended that both parties seek independent legal advice prior to signing the documents.

If you purchase the Deluxe Managed Package with Clean Break Order at £389.99, the relevant documents with Consent Order Court fee will be filed after the Conditional Order has been granted.

If you purchase the Deluxe Managed Package with Financial Consent Order at £489.99, the relevant documents with Consent Order and Court Fee will be filed after the Conditional Order has been granted.

Once the Clean Break Order/Financial Consent Order has been granted, you may then apply for a Final Order.

### **Time Frames**

All documents shall be electronically sent to you by email using the email address you have provided us. We endeavour to despatch your completed divorce forms to you the same working day providing all information is provided to us before 4pm. If information is provided after 4pm, the divorce petition shall be despatched the following business day.

Every care is taken to ensure that all documents are up to date however the legal industry is ever changing and sometimes Court Forms and documents can be amended or updated outside of our control. All documents produced by Divorce Now must therefore be filed at Court within 6 months from the date of purchase.

The average timeframe from a divorce application being issued at Court and receiving a Final Order is 8 months, however there is no guarantee that your divorce will be finalised in this timeframe. Occasionally divorce proceedings can be delayed for reasons out of our control such as Court delays and timetables, and spouses not returning Acknowledgements of Service to Court promptly or at all. We therefore strongly recommend you do not book or arrange events which are dependent on requiring a Decree Absolute/Final Order until you are actually in possession of the Decree Absolute/Final Order certificate.

All time frames are subject to change depending on the information provided by you and the complexities of the case.

### **Support**

Divorce Now will provide technical support and guidance via email and online chat during normal office hours to assist with downloading and using the forms if required.

### **Additional Costs**

Court Fees which are set by the Court must be paid when submitting the Divorce Petition (currently £593). These costs are paid directly to the Court – they will call you on the number you provide on the Divorce Application form to take payment by debit/credit card. Please note that these costs are amended by the Court from time to time.

The Court fee set by the Court for a Consent Order is currently £53 which must be paid directly to the Court.

If you have less than £3,000 savings and are in receipt of certain benefits or on a low income then you may be able to apply to the Court for a fee remission or a reduced fee. Please contact us for further information. Divorce Now does not complete the documentation for reduced fees or fee remission as part of their packages.

We have the right to charge an additional fee from time to time. For example, if amendments are required which are not as a result of the fault of Divorce Now.

Divorce Now is an online provider and all documents are emailed to you at the email address you provide with the exception of the Final Order certificate which will be posted to you. If you require any other documents posted to you for whatever reason then there will be an additional charge of £10.00 for our postage, printing and time costs in this regard. This payment will be taken over the phone prior to the documents being printed and posted.

### **Refund Policy**

Divorce Now offer a 14 day cooling off policy in line with the Consumer Contracts Regulations. If you change your mind within 14 days of your purchase then you are entitled to a full refund however there are two exceptions to this policy. You may not obtain a refund if you have downloaded the forms following the purchase of our Value DIY Package or if we have despatched your completed forms following the purchase of our Premium or Deluxe Packages within the 14 day cooling off period. All requests for refund must be in writing.

### **Complaints Policy**

If you are unsatisfied with the services Divorce Now have provided then you may make a complaint which should be in writing and emailed to us at [support@divorce-now.co.uk](mailto:support@divorce-now.co.uk). Donna Prested will fully investigate your complaint and provide our full written response within 8 weeks.

If you are not satisfied with the result of the complaint, or if it has not been resolved within 8 weeks, you have the right to take any complaint about the standard of service offered by a practising solicitor at Divorce Now to the Legal Ombudsman by post at Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ or by email at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) or online at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk). You may

only take the complaint to the Legal Ombudsman if your complaint is regarding the service you have received by our Practising Solicitors, and after you have received our final response or if we have not responded within 8 weeks. Please note you must bring your complaint to the Legal Ombudsman within 6 months of the date of Divorce Now's final response.

**Limitation of Use of our Services**

You may only use our website and the services we provide for personal and lawful use.