

'facio precipuus'.....'Setting new standards of excellence'

Thank you for considering or choosing to use Conveyancing Network. We promise you more service for your money, with great value and good quality delivery via a method of your choice. Conveyancing Network is committed to excellence in customer service: only your total satisfaction will do, because we want you to be a Conveyancing Network customer for life.

OUR PROMISE TO YOU



Having spent many years refining our service through tackling the common problems associated with the usual 'solicitor' conveyancing service, we decided to raise the bar!

So, we set out to give our customers the utmost 'Peace of mind', which no other solicitors would dare to offer....the '**MONEY BACK GUARANTEE**' for the solicitor's legal fees. We have created, transparent and trackable standards which your solicitor must adhere to - Simple! Read more below....



- We offer a friendly and personal service
- We offer practical and imaginative solutions
- We are fully trained and knowledgeable
- We care about you and listen to your concerns



- Our friendly solicitor staff are fully qualified in their roles
- We deliver regular key stage updates via a method of your choice - e-mail, SMS, letter, telephone
- We're easy to contact - names and direct dials of staff dealing with your transaction

TERMS & CONDITIONS OF OUR 'MONEY BACK GUARANTEE'

- 1 First Response** - A designated member of staff at the solicitors will call the client & the estate agent / IFA on the day the conveyancing file is opened to introduce themselves, explain the file operational and contact procedures and answer any questions ⁽ⁱ⁾
- 2 Updates** - You will receive online updates to within 4 hours accuracy, via Conveyancing Network's and/or solicitor's state of the art on-line, secure, website facility
- 3 Text Messages & Emails** - Your solicitor will provide you with SMS text message updates and emails to confirm milestone stages have been reached e.g. mortgage offer received, exchange made etc
- 4 Guaranteed "Call You Back Service"** - Clients will be allocated a mobile phone number for texting to . Clients can text 'call' followed by their name and will be guaranteed a return call from the solicitors within 3 hours ⁽ⁱⁱ⁾
- 5 Messages** - All telephone messages left for your point of contact to be returned by a member of staff on the same working day if the call is received before 3.00pm ⁽ⁱⁱⁱ⁾
- 6 Replies** - All emails received before 3.00pm to be replied to same day
- 7 Extended Hours** - Open between 8.30am and 6.30pm Monday to Friday ^(iv)

Should the service you receive fall beneath the Conveyancing Network Customer Charter then your solicitor will reimburse their legal fees – the Conveyancing Network Customer Charter is governed by the terms & conditions published on our website. Please see www.conveyancing-network.co.uk/CNCharter



⁽ⁱ⁾ Guaranteed to be the same day if the file is opened and the solicitor instructed before 3.00pm or on the following day before

11.30am if the file is opened and the solicitor instructed after 3.00pm. This assumes that the client is contactable, otherwise a message will be left and/or an email sent.

⁽ⁱⁱ⁾ Guaranteed for texts received between 9.00am & 3.00pm Monday to Friday,

⁽ⁱⁱⁱ⁾ The client will have to provide clear evidence of the date and time of a call (such as a phone bill) to substantiate a claim for reimbursement of fees,

^(iv) If you/your client requires extended opening, please request this before your client's file is allocated to a solicitor. Normal opening hours are 9.00am to 5.00pm.