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Terms of Business

Interpretation

1.1 "We" and "Us" mean Dynasty Wills or any of our staff or agents instructed by us to act on our behalf in the completion of our services.

1.2 "You" and "Client" mean the person who contracts with us for the provision of our services.

Our services

2.1 We provide a service for the drafting of Wills, Lasting Powers of Attorney and associated documents.

2.2 Instructions relating to our services are accepted by post, email and phone between the client and us or such similar format as we may agree.

2.3 We will send all documents to the address provided by you. If your correspondence address is different to your residential address, it is your responsibility to make us aware of this.

2.4 We cannot produce your documents without signed instructions. We will attempt to contact you at least 3 times before your file is archived. If we have not received communication from you for more than 3 months, no further action will be taken. A refund will not be possible at this stage if you have failed to reply to communication.

Jurisdiction

3.1 Our services are governed by the laws of England and Wales.

3.2 These Terms and Conditions are governed by the laws of England and Wales.

3.3 If you hold assets outside of the above jurisdictions then we recommend you seek expert advice for the jurisdiction where your assets are held.

Scope of service

4.1 Dynasty Wills will only provide advice based on the information provided in your instructions. We cannot be held responsible for failing to comment on information that was not made aware to us.

Limitation of liability

5.1 Our services cover only the drafting of documents and do not cover the execution of any documents. We will not accept any liability for any document that has been incorrectly signed or executed.

5.2 We will not accept any liability for advice given by another professional. This includes previously drafted documents.

Our fees

6.1 Our full price list is available on request.

6.2 All prices are inclusive of VAT.

6.3 Fees must be paid before the final documents are sent to you.

6.4 We act as an introducer to The Penny Group for financial advice and Premier Solicitors for probate and estate administration. We are paid an introducers fee if the work is undertaken.

Refunds

7.1 In the event that you decide not to sign a document provided, no refund will be available.

7.2 In the event that you decided not to proceed with the drafting of your documents, a partial refund will be available minus a £25 administration fee.

7.3 Where the proposed terms of a Will are of a complexity that we do not feel our services can adequately cover, we will inform you and provide a full refund.

7.4 We reserve the right, at our complete discretion, to decline to provide any document. You will be notified of this decision and a full refund will be given.

Complaints

8.1 We are committed to providing you with an excellent service but in the event that you are dissatisfied regarding any aspect of our service please contact us.

8.2 We can provide our full Complaints Procedure upon request.

General Data Protection Regulation (GDPR)

9.1 We can provide a GDPR Transparency Notice upon request.

Professional Liability Insurance

10.1 We have the benefit of professional indemnity insurance in respect services provided in England and Wales.

Right to cancel

11.1 You have the right to cancel our services within 7 days. A full refund will be provided to you within 7 days of notification of cancellation.

Customer Satisfaction

12.1 Dynasty Wills is a member of the Society of Will Writers and adheres to their code of practice.