

JSH LAW LTD (Company No. 16870438)

CLIENT AGREEMENT AND TERMS OF BUSINESS

LITIGATION SUPPORT AND McKENZIE FRIEND SERVICES

This Agreement sets out the terms on which JSH Law Ltd provides litigation support and McKenzie Friend services to you as a litigant in person.

Parties

This Agreement is between:

JSH Law Ltd

("we", "us", "our")

and

Client Name:

Address:

Email:

Telephone:

("you", "your")

Start Date and Scope of Agreement

1. This Agreement takes effect on the date it is signed by you or otherwise accepted by you in writing, electronically, or by payment of an invoice issued by us.
2. It applies to the matter described below:

Matter / Case Description:

3. This Agreement governs all work carried out by us for you in that matter unless we agree otherwise in writing.

Matter Scope, Task Confirmations and Further Instructions

4. This Agreement applies to the matter described above and to any further work carried out for you in connection with that matter, unless we agree otherwise in writing.
5. For each substantial piece of work, we may issue a written task confirmation by email, Clio, WhatsApp, invoice, client portal message, or other written communication. A task confirmation may identify the work to be carried out, the estimated time or fee, the urgency, the documents required, and any assumptions on which the work is based.
6. You are responsible for checking that any task confirmation accurately reflects what you want us to do. If you do not query it promptly and we carry out the work, you will be treated as having accepted that instruction.
7. If there is any inconsistency between a task confirmation and this Agreement, this Agreement continues to apply unless we expressly agree a variation in writing.

Important Status Notice

8. JSH Law Ltd provides litigation support and McKenzie Friend services to litigants in person.
9. Unless expressly stated otherwise in writing:
 - 9.1. we are not acting as your solicitor or barrister;
 - 9.2. we are not accepting instructions to carry out any reserved legal activity;
 - 9.3. we do not conduct litigation on your behalf;

9.4. we do not have any automatic right of audience before any court or tribunal;

9.5. any permission for us to attend with you, sit with you, assist you in court, or address the court is entirely a matter for the judge in the individual case.

9.6. JSH Law Ltd is not authorised or regulated by the Solicitors Regulation Authority or any other approved legal services regulator. You acknowledge that our services are not regulated legal services.

Nature of the Service

10. Our service is intended to provide structured litigation support, practical assistance, and greater clarity in presenting your case as a litigant in person.

11. Our work may include, depending on what is agreed with you:

11.1. reviewing papers;

11.2. helping you organise documents and evidence;

11.3. discussing case strategy and practical next steps;

11.4. helping you prepare drafts for your review and approval;

11.5. helping you prepare bundles, chronologies, statements, questionnaires, position statements, and hearing notes;

11.6. attending court or conferences with you as a McKenzie Friend, if agreed and if permitted by the court;

11.7. providing administrative and procedural support connected to your case.

12. We may also help you understand procedural options, organise your position, prepare draft wording, and identify practical next steps, but you remain responsible for deciding what action to take.

13. Our service is not a substitute for regulated legal representation where such representation is required or advisable.

No Rights of Audience or Conduct of Litigation

14. Unless the court expressly orders otherwise in a particular case or hearing:

14.1. we do not have any right of audience;

14.2. we do not conduct litigation on your behalf;

14.3. we do not go on the court record as your legal representative;

14.4. we do not sign statements of truth, court forms, or correspondence on your behalf unless clearly indicated as a draft for your own signature or sending.

15. You must not describe us to the court, the other party, or any third party as your solicitor, barrister, advocate, or person with rights of audience or conduct of litigation unless the court has expressly permitted a particular role in a specific hearing.

Non-Reliance, Independent Advice and Responsibility for Decisions

- 16.** You acknowledge and agree that:
- 16.1.** our services are litigation support and guidance services only;
 - 16.2.** nothing we provide constitutes regulated legal representation by an authorised legal professional unless expressly stated otherwise in writing;
 - 16.3.** you remain free, and are encouraged where appropriate, to seek independent legal advice from a solicitor or barrister at any stage;
 - 16.4.** you should not rely solely on our support where your matter involves complex legal issues, urgent applications, significant financial consequences, serious child-welfare issues, safeguarding issues, enforcement risk, committal risk, criminal allegations, immigration consequences, or other serious consequences;
 - 16.5.** all decisions in your case remain your responsibility;
 - 16.6.** you are responsible for deciding whether to use, amend, reject, file, serve, send, sign, or rely on any draft, note, document, suggestion, or procedural option discussed with you.

Your Role and Responsibilities as a Litigant in Person

- 17.** You remain the litigant in person and you retain full responsibility for your case at all times.
- 18.** In particular, you are responsible for:
- 18.1.** giving us full, accurate, and timely instructions;
 - 18.2.** providing complete and legible copies of all relevant documents;
 - 18.3.** checking all drafts carefully before using, signing, filing, serving, or relying on them;
 - 18.4.** ensuring that all facts stated in your documents are true and accurate;
 - 18.5.** complying with court orders, directions, deadlines, and listing requirements;
 - 18.6.** filing and serving documents unless we specifically agree in writing to assist with an administrative step;
 - 18.7.** attending court and speaking for yourself unless the court specifically permits otherwise;
 - 18.8.** obtaining legal advice from a regulated solicitor or barrister where needed.
 - 18.9.** ensuring that any document you file, serve, sign, or rely on is accurate, complete, and suitable for your case;
 - 18.10.** ensuring that any documents you provide to us may lawfully be shared with us and used for the purpose for which you provide them, including where

documents are confidential, subject to family court restrictions, subject to reporting restrictions, or subject to any order limiting publication or disclosure;

18.11. telling us immediately about any court order, deadline, hearing, safeguarding concern, change of circumstances, or new evidence;

18.12. not withholding relevant information, documents, background, risks, or prior orders from us;

18.13. not asking us to assist with anything misleading, abusive, improper, unlawful, or contrary to court rules.

19. We may rely on the information and documents you provide to us unless we have reason to believe they are inaccurate or incomplete.

Third-Party Advice, Influence and Responsibility for Instructions

20. You are free to seek independent legal advice or other support at any time. However, you remain responsible for the instructions you give to us, the decisions you make, and the documents you approve, use, file, serve, send, sign, or rely on.

21. We are not responsible for advice, comments, criticism, interference, delay, confusion, disagreement, or pressure caused by any third party, including friends, family members, campaigners, online groups, McKenzie Friends, solicitors, barristers, advisers, social media commentators, or any other person involved in or commenting on your matter.

22. A later change of mind, later criticism by a third party, later disagreement with the approach taken, or later decision to take a different approach does not invalidate work already requested, carried out, delivered, reserved, or invoiced.

23. You must tell us promptly if any third party is advising you, assisting you, communicating with you about the matter, or influencing the instructions you give to us, where that may affect the work we are asked to carry out.

Fees and Charging Structure

24. Our standard fees are:

£100 per hour for general support, including document review, drafting assistance, correspondence support, conferences, telephone calls, video calls, and case preparation;

£150 per hour for court attendance, hearing attendance, conference attendance, waiting time at court, and time spent travelling to and from court or another agreed venue, unless otherwise agreed in writing.

25. Time is charged in units of 6 minutes (0.1 hour). Booked appointments are subject to a minimum charge of 30 minutes. Court attendance, conference attendance, and travel are subject to a minimum charge of 1 hour unless otherwise agreed in writing.

26. Any third-party expenses, such as printing, copying, postage, courier charges, travel tickets, parking, mileage, accommodation, or hearing-related expenses, will be

payable by you in addition if incurred with your agreement or where reasonably necessary for the work.

27. Any estimate given by us is not a fixed quote unless we clearly state in writing that it is a fixed fee.
28. Short administrative messages may be dealt with without charge at our discretion. However, any message, call, email, voice note, WhatsApp exchange, document review, tactical discussion, procedural guidance, drafting suggestion, or response requiring legal, procedural, evidential, strategic, or case-specific consideration may be treated as chargeable work.
29. You must not assume that work is free because it is requested informally, urgently, verbally, by WhatsApp, text message, voice note, email, social media message, or other electronic communication.
30. Further pricing information may be published from time to time at:
<https://jshlaw.co.uk/pricing/>

Payment Terms

31. Payment is due **in advance**.
32. We will usually issue an invoice through **Clio**. Work will ordinarily begin only once cleared funds have been received.
33. We are not obliged to begin, continue, prioritise, deliver, file-ready drafts, attend court, reserve diary time, or respond substantively unless cleared funds have been received.
34. If we choose to carry out work before payment is received, this does not waive our right to payment and does not create any obligation to continue working without funds in future.
35. We may require money on account before carrying out any work, before reserving hearing dates, or before attending court.
36. If funds paid on account are exhausted, we may stop work and require a further payment before continuing.
37. If any invoice or request for payment is not paid on time, we may:
 - 37.1. decline to start work;
 - 37.2. stop or suspend ongoing work;
 - 37.3. decline to attend any hearing or meeting;
 - 37.4. pause further work and withhold delivery of unpaid draft work, so far as permitted by law.
38. Where sums remain overdue, we reserve the right to charge reasonable interest and reasonable recovery costs to the extent permitted by law, provided these have been clearly notified to you and are fair and proportionate.
39. **Invoice Queries and Disputes:**
 - 39.1. If you dispute an invoice, you must tell us in writing within 7 days of the invoice date, identifying the specific item disputed and the reason for the dispute.
 - 39.2. You remain liable to pay any undisputed part of the invoice.
 - 39.3. A general complaint, later dissatisfaction with the outcome of the case, criticism by a third party, or a change of mind about litigation strategy does not of

itself amount to a valid dispute about fees for work requested, reserved, carried out, delivered, or used.

Reserved Time, Hearings, Appointments and Cancellation

40. Where we reserve time for a hearing, conference, appointment, drafting slot, urgent review, travel, or other agreed work, you may be charged for time reserved, time spent preparing, and any non-refundable expenses incurred.
41. If you cancel, postpone, fail to attend, fail to provide documents, fail to make payment, or decide not to proceed at short notice, you remain liable for time already spent and, where reasonable, time specifically reserved for you that we could not reasonably reallocate.
42. Where court attendance or travel has been agreed, preparation time, travel time, waiting time, attendance time, and reasonable expenses may remain chargeable even if the court hearing is adjourned, vacated, delayed, moved, shortened, or if the court limits or refuses our participation.

Urgent Work and Deadlines

43. We do not accept responsibility for urgent deadlines, hearings, or filing dates notified to us at short notice.
44. Where documents or instructions are provided late, in incomplete form, or close to a deadline, we will use reasonable efforts to assist if capacity allows, but we do not guarantee that work can be completed, reviewed, or returned in time.
45. You remain solely responsible for ensuring that documents are checked, approved, signed, filed, and served by the relevant deadline.
46. Where you ask us to assist urgently, outside ordinary working patterns, close to a court deadline, or with incomplete papers, you accept that the work may necessarily be limited by the time and information available. We are not responsible for consequences arising from late instructions, late disclosure, missing documents, unclear instructions, or insufficient time for proper review.

Communications

47. We may communicate with you by email, telephone, video call, messaging platform, client portal, or other electronic means.
48. You agree that email and electronic communication are an acceptable means of communication unless you tell us otherwise in writing and we agree alternative arrangements.
49. You are responsible for:
 - 49.1. checking your email inbox, junk/spam folders, portal notifications, and messages regularly;
 - 49.2. ensuring that your contact details remain current;
 - 49.3. notifying us promptly if you are unavailable or if your contact details change.
50. We may require important instructions, approvals, complaints, fee disputes, cancellation notices, or termination notices to be confirmed by email or through Clio.

51. We may decline to accept substantive instructions by voice note, social media message, or fragmented messaging where we consider that written confirmation is needed for clarity.
52. Unless expressly agreed otherwise in writing, we do not provide a 24-hour, emergency, out-of-hours, or on-call service. We may respond outside ordinary working hours at our discretion, but doing so does not create any obligation to do so in future.

Electronic Communication Risk

53. You acknowledge the risks inherent in electronic communications, including delay, non-delivery, corruption, misdirection, interception, unauthorised access, platform outage, and technical failure.
54. We are not liable for loss arising from such matters outside our reasonable control.

Professional Boundaries and Communications Conduct

55. We understand that litigation can be stressful, emotional, and urgent. However, all communications must remain respectful, lawful, and appropriate.
56. We may suspend or terminate work immediately if communications become abusive, threatening, harassing, discriminatory, excessive, manipulative, defamatory, misleading, or otherwise inappropriate.
57. We may also suspend or terminate work if third-party involvement, conflict, pressure, publication, online activity, reputational risk, safeguarding concerns, or a breakdown in trust makes the working relationship unsafe, inappropriate, or unworkable.

Court Attendance and Judicial Discretion

58. You remain responsible for addressing the court yourself unless the court expressly permits us to assist further.
59. If the court refuses, restricts, or terminates our participation, this does not mean that the work carried out before or during attendance was defective, unnecessary, or not chargeable.
60. Any court attendance by us is subject to our availability, prior payment, and the court's permission where required.
61. You acknowledge that judicial attitudes to McKenzie Friends may differ from case to case and hearing to hearing.
62. The court may:
 - 62.1. restrict our role;
 - 62.2. refuse to allow us to sit beside you;
 - 62.3. refuse to permit us to speak;
 - 62.4. require us to sit apart from you;
 - 62.5. refuse our attendance or assistance altogether;
 - 62.6. remove us from the courtroom if the court considers it appropriate.

- 63. Any such decision is entirely a matter for the court and does not affect fees already incurred for preparation, travel, waiting time, or attendance.
- 64. We do not guarantee any particular level of participation at court.

No Guarantee of Outcome

- 65. We do not guarantee any court result, settlement, order, procedural outcome, or litigation advantage.
- 66. Any views we express about procedure, prospects, presentation, likely next steps, or possible outcomes are only our opinion based on the information available at the time.
- 67. Court decisions are made by the judge, and litigation outcomes depend on many factors outside our control.

Documents, Drafts, and Use of Materials

- 68. Any document, draft, template, chronology, note, checklist, or suggested wording prepared by us is prepared for your use in the matter covered by this Agreement only.
- 69. You must review all drafts carefully before using them.
- 70. You must not:
 - 70.1. use our drafts in another matter without checking their suitability;
 - 70.2. alter drafts in a way that changes legal or factual meaning without checking them;
 - 70.3. present draft materials as final without reviewing and approving them;
 - 70.4. give others the impression that our drafts have been formally settled by a regulated legal representative unless that is true.
- 71. We retain ownership of our working notes, internal templates, know-how, and precedents. Once you have paid for our work, you may use final materials supplied to you for your own case.
- 72. Draft documents are not court-ready until you have reviewed them, approved them, checked the facts, inserted any missing information, and confirmed that they are accurate and complete.
- 73. Where we provide suggested wording, you are responsible for deciding whether that wording reflects your evidence, your instructions, and your position.

Client Responsibility for Information and Use of Documents

- 74. You are responsible for the accuracy and completeness of the information and documents you provide to us.
- 75. If additional work, loss, delay, or cost arises because:
 - 75.1. information provided by you was inaccurate, misleading, incomplete, or supplied late;
 - 75.2. you used a draft without checking and approving it;
 - 75.3. you represented our role inaccurately to the court or to third parties;
 - 75.4. you failed to comply with court orders or deadlines;

75.5. you omitted relevant background information or documents; or

75.6. you took or failed to take action because of advice, criticism, pressure, or interference from a third party,

you remain responsible for the consequences of that conduct, and we may charge for the additional time reasonably required to deal with the resulting issues.

Opponent's Costs and Recoverability of Our Fees

76. Unless the court orders otherwise, you remain responsible for your own costs and our fees.

77. You acknowledge that fees paid for McKenzie Friend or litigation support services may not be recoverable from the other party, and we do not guarantee that any part of our fees will be recoverable as costs in your proceedings.

Confidentiality

78. We will keep your information confidential except where disclosure is:

78.1. authorised by you;

78.2. necessary for carrying out the agreed services;

78.3. required by law, court order, regulatory obligation, or safeguarding duty;

78.4. reasonably necessary to protect our legitimate interests in relation to a complaint, dispute, unpaid fees, or threatened claim.

79. You agree not to disclose our internal notes, working methods, or draft materials to third parties except where reasonably necessary for your case or required by law.

80. We may disclose information where reasonably necessary to respond to a complaint, recover unpaid fees, defend or bring legal proceedings, obtain professional advice, comply with insurance requirements, or protect our lawful interests.

Data Protection

81. We will process your personal data for the purposes of administering your file, communicating with you, providing services, billing, payment administration, record-keeping, compliance, safeguarding, complaints handling, debt recovery, legal claims, insurance purposes, and protecting our legitimate interests.

82. You confirm that any personal data relating to third parties that you provide to us is provided lawfully, fairly, accurately, and only to the extent necessary for your case.

83. You must not provide us with confidential, sensitive, or third-party personal data unless it is relevant and necessary for the work you are asking us to carry out.

84. Where required, we will provide you with our privacy information separately.

85. We may retain matter files, communications, drafts, attendance notes, invoices, payment records, and related documents for as long as reasonably necessary for legal, contractual, tax, insurance, complaints, safeguarding, debt recovery, and legitimate business purposes. After that period, records may be securely deleted or destroyed.

Recording

86. You must not record calls, meetings, conferences, consultations, court-related attendances, or discussions involving us without our prior written consent, save where recording is expressly permitted or required by law.
87. If you do record any communication with our consent, the recording must not be published, edited, circulated, used out of context, or shared with any third party except where reasonably necessary for your case, required by law, or agreed by us in writing.
88. We may keep internal records of communications, file activity, attendance notes, and case administration for quality assurance, training, legal compliance, complaints handling, debt recovery, and dispute resolution.

Publication, Social Media and Reputation

89. You must not publish, post, share, quote, screenshot, forward, circulate, or otherwise disclose our communications, drafts, attendance notes, invoices, internal comments, working materials, or documents on social media, websites, campaign pages, messaging groups, review platforms, or public forums without our prior written consent, unless required by law or court order.
90. You must not make or encourage false, misleading, defamatory, malicious, or unfair statements about JSH Law Ltd, its director, staff, contractors, services, communications, fees, or work.
91. Nothing in this clause prevents you from making a genuine complaint, seeking independent legal advice, complying with a court order, exercising statutory rights, making a lawful disclosure to an appropriate authority, or giving truthful evidence where lawfully required.

Limitation of Liability

92. Nothing in this Agreement excludes or limits liability for:
 - 92.1. death or personal injury caused by negligence;
 - 92.2. fraud or fraudulent misrepresentation; or
 - 92.3. any liability which cannot lawfully be excluded or limited.
93. Subject to the above, our total aggregate liability to you for all claims arising out of the same or any connected set of facts or circumstances, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall not exceed the total fees actually paid by you to us in the **3 months** preceding the event giving rise to the claim.
94. We are not liable for:
 - 94.1. any court decision, procedural ruling, or litigation outcome;
 - 94.2. any loss caused by inaccurate, incomplete, or late information or instructions supplied by you;
 - 94.3. any loss caused by your failure to sign, file, serve, attend, comply with directions, or obtain regulated legal advice where needed;

- 94.4. loss resulting from events outside our reasonable control;
- 94.5. any loss caused by third-party advice, pressure, criticism, interference, or involvement;
- 94.6. any loss caused by your publication, sharing, alteration, misdescription, or misuse of our communications, drafts, notes, or materials;
- 94.7. any indirect or consequential loss, to the extent permitted by law.

95. Nothing in this clause affects your statutory rights as a consumer.

Events Outside Our Control

96. We are not liable for any failure or delay in performing our services where that failure or delay results from events outside our reasonable control, including:
- 96.1. illness or accident;
 - 96.2. family emergency or bereavement;
 - 96.3. severe weather;
 - 96.4. transport disruption;
 - 96.5. court listing changes or judicial unavailability;
 - 96.6. power failure, internet outage, platform failure, or cyber incident;
 - 96.7. emergency restrictions, public health events, or any other similar event beyond our reasonable control.
97. If such an event occurs, we will try to let you know as soon as reasonably practicable and discuss alternative arrangements where possible.

Termination by You

98. You may terminate this Agreement at any time by notifying us in writing. Termination does not affect your obligation to pay for work already requested, carried out, delivered, reserved, or expenses already incurred up to the date of termination.
99. Where a hearing or appointment has been reserved for you, and you cancel at short notice, you remain liable for any time already spent and any non-refundable expense already incurred.

Termination by Us

100. We may terminate this Agreement or stop work immediately if:
- 100.1. you fail to pay us as agreed;
 - 100.2. you fail to provide adequate instructions or necessary documents;
 - 100.3. you ask us to do something improper, misleading, unlawful, or outside the proper scope of our service;
 - 100.4. there is a breakdown in trust or working relationship;

- 100.5.** we consider that the matter requires regulated legal representation beyond the scope of this Agreement;
- 100.6.** continuing to act would be inappropriate, unsafe, unlawful, professionally improper, or otherwise not reasonably practicable;
- 100.7.** you or a third party acting with your knowledge publish, threaten to publish, misuse, distort, or circulate our communications, drafts, invoices, notes, or materials;
- 100.8.** you involve third parties in a way that creates confusion, conflict, reputational risk, confidentiality risk, safeguarding risk, or an unworkable professional relationship;
- 100.9.** you make allegations about our work, fees, role, or conduct which we reasonably consider require the working relationship to pause or end while the issue is addressed.

- 101.** If we terminate, you remain liable for fees and expenses incurred up to the date of termination.

Consumer Cancellation Rights for Distance and Off-Premises Contracts

- 102.** If this Agreement is concluded at distance (for example by email, online, or telephone) or off-premises, and you are a consumer, you may have the right to cancel within **14 days** from the day after the contract is entered into.
- 103.** If you want us to start work during that 14-day cancellation period, you must expressly ask us to do so.
- 104.** If you ask us to start work within the cancellation period and then cancel before the services are fully performed, you must pay for the services supplied up to the date of cancellation.
- 105.** If the services are fully performed within the cancellation period at your express request, you acknowledge that you may lose the right to cancel once performance has been completed.
- 106.** A model cancellation form is set out at the end of this Agreement.

Complaints Procedure

- 107.** We are committed to providing a professional and fair service. If you are unhappy with any aspect of our service, fees, conduct, or communications, please tell us as soon as possible.

108. How to complain

Please send your complaint in writing by email or post to :

Complaints Manager

JSH Law Ltd

c/o Mayes Business Partnership, Red Rose Court, Accrington, United Kingdom, BB5 5JR

Email: jessica.hill@jshlaw.co.uk

Please include:

- your name and contact details;
- the name of the matter or case;
- what has gone wrong;
- what outcome you are seeking;
- copies of any relevant correspondence or documents.

109. Our complaints process

We will aim to:

- acknowledge your complaint within **5 working days**;
- review the file and , if necessary, request further information from you;
- provide a substantive written response within **21 days** of acknowledgement, or tell you if more time is reasonably needed.

If we need longer due to absence, file volume, or the nature of the complaint, we will tell you and give you a revised timescale.

If your complaint relates to conduct, court attendance, service quality, confidentiality, or fees, we will review it internally and respond in writing.

If you remain dissatisfied after our final response, you may seek independent advice about your rights.

Complaints and Payment

- 110.** We will deal with complaints fairly and promptly. However, raising a complaint does not automatically suspend your obligation to pay for work already requested, carried out, delivered, reserved, or used.
- 111.** If part of an invoice is genuinely disputed, you must identify that part and the reason for dispute. Any undisputed part remains payable.

Interest, Recovery Costs and Debt Recovery

- 112.** If any invoice remains unpaid after the due date, we may take reasonable steps to recover the debt. This may include sending reminders, sending a letter before action, instructing debt recovery support, issuing a court claim, and seeking recovery of the court fee, interest, and other recoverable costs where permitted by law.
- 113.** Where you instruct us as a business, we may claim statutory interest and fixed recovery compensation under the Late Payment of Commercial Debts (Interest) Act 1998, where applicable.

- 114.** Where you instruct us as a consumer, we may claim reasonable contractual interest on overdue sums at a fair and proportionate rate, together with court fees and recoverable costs where permitted by law.
- 115.** We may rely on our records, attendance notes, invoices, correspondence, Clio records, payment records, WhatsApp messages, emails, drafts, and other communications as evidence of instructions given, work carried out, delivery of work, payment terms, and sums due.

Notices

- 116.** Any notice under this Agreement must be given in writing by email or to the postal address most recently notified by the receiving party.
- 117.** A notice sent by email will be treated as received on the next working day after sending, unless a delivery failure message is received.
- 118.** This Agreement is personal to you. You may not assign, transfer, or allow any other person to rely on our services or materials without our prior written consent.

Entire Agreement

- 119.** This Agreement records the entire agreement between you and us in relation to the services described in it.
- 120.** You acknowledge that you have not relied on any statement not set out in this Agreement, except that this does not exclude liability for fraud or fraudulent misrepresentation.

Variation

- 121.** Any variation to this Agreement must be agreed in writing.

Severability

- 122.** If any part of this Agreement is found to be unlawful, invalid, or unenforceable, the remainder of the Agreement shall continue in force.

Governing Law and Jurisdiction

- 123.** This Agreement and any dispute or claim arising out of or in connection with it, including any non-contractual dispute or claim, shall be governed by the law of England and Wales.
- 124.** The courts of England and Wales shall have jurisdiction in relation to any dispute arising out of or in connection with this Agreement, subject to any consumer rights you may have under applicable law.
- 125.** Our services may, where agreed, include litigation support in relation to proceedings, documents, orders, enforcement steps, background facts, or related issues connected with another jurisdiction, including Ireland. Any such support is provided under this Agreement and does not alter the governing law or jurisdiction clause unless expressly agreed otherwise in writing.
- 126.** We do not hold ourselves out as qualified to advise on the law, procedure, rights of audience, professional conduct rules, costs rules, enforcement rules, or court practice of any jurisdiction outside England and Wales unless expressly agreed in

writing. You remain responsible for obtaining advice from an appropriately qualified lawyer in any other relevant jurisdiction where needed.

127. Acceptance

By signing below, or by confirming acceptance electronically or paying our invoice, you confirm that:

- you have read and understood this Agreement;
- you understand the nature and limits of our role;
- you are entering into this Agreement as a litigant in person;
- you agree to the fees and payment terms;
- you understand that court participation by us is always subject to judicial discretion;
- you understand your cancellation rights, where applicable;
- you understand that informal communications, including WhatsApp messages and voice notes, may be chargeable where they require case-specific consideration;
- you understand that third-party criticism, later disagreement, or a change of approach does not remove your obligation to pay for work requested, carried out, delivered, reserved, or used;

- you agree that complaints and invoice disputes must be raised promptly and in writing;
- you agree not to misdescribe our role, publish our materials improperly, or involve third parties in a way that creates confusion, confidentiality risk, reputational risk, or an unworkable relationship.

Signed by Client: _____

Name: _____

Date: _____

Signed for JSH Law Ltd: *Jesica Susan Kemp*

Name: **Jessica Susan Kemp**

Position: Director, JSH Law Ltd

Date: _____

128. Express Request to Start Work Within 14-Day Cancellation Period

(Complete only where applicable)

I request that JSH Law Ltd begins work immediately, before the end of the 14-day cancellation period.

I understand that if I later cancel within that period, I may have to pay for services provided up to the date of cancellation.

I understand that if the services are fully performed within the 14-day period at my request, I may lose my right to cancel.

I understand that urgent work, hearing preparation, document review, drafting, calls, messages, and case-specific procedural support may begin immediately if I ask JSH Law Ltd to start work before the cancellation period ends.

Signed by Client: _____

Name: _____

Date: _____

129. Model Cancellation Form

Complete and return this form only if you wish to cancel this Agreement within the applicable cancellation period.

To: JSH Law Ltd
c/o Mayes Business Partnership
Red Rose Court
Accrington
United Kingdom
BB5 5JR

Email: jessica.hill@jshlaw.co.uk

I hereby give notice that I cancel my contract for the supply of the following service:

Matter / service: _____

Ordered on: _____

Client name: _____

Client address: _____

Client email: _____

Signature, if sent on paper: _____

Date: _____