



JESSICA SUSAN HILL

McKenzie Friend Services

CLIENT AGREEMENT AND TERMS OF BUSINESS

Litigation Support and McKenzie Friend Services

IMPORTANT - PLEASE READ BEFORE INSTRUCTING JSH LAW

This is a contract for litigation support and McKenzie Friend services. It is not a solicitor-client retainer and JSH Law Ltd is not a firm authorised or regulated by the Solicitors Regulation Authority (SRA).

You remain a litigant in person. JSH Law Ltd does not conduct litigation for you and has no automatic right to address the court. Any additional participation at a hearing is for the judge to decide in the individual case.

The scope of each piece of paid work must be agreed. Sending documents, copying us into correspondence or asking an informal question does not by itself mean that we have accepted responsibility for that task or deadline.

JSH Law Ltd | Company No. 16870438

Correspondence address: c/o Mayes Business Partnership, Red Rose Court, Accrington, BB5 5JR

Email: jessica.hill@jshlaw.co.uk | Website: <https://jshlaw.co.uk>

Version 2.0 - effective 20 September 2026

1. Parties, matter and start date

1.1. This Agreement is between JSH Law Ltd ("JSH Law", "we", "us", "our") and the person identified below ("you", "your", "the client").

Client name	
Address	
Email	
Telephone	

Matter / case description	
Court / case number (if applicable)	
Start date	

1.2. This Agreement takes effect when you sign it, confirm acceptance electronically, or ask us to start work after receiving it, including by paying an invoice that clearly refers to this Agreement.

1.3. This Agreement is the framework governing our relationship. It does not mean that we have accepted every future task connected with your case.

2. What this agreement covers

2.1. The sections below cover: the scope of work; our legal status; what we may and may not do; your responsibilities; fees and payment; cancellations; deadlines; court attendance; confidentiality; data protection and AI-assisted tools; documents and intellectual property; complaints; liability; termination; and consumer cancellation rights.

2.2. Where a specific Task Confirmation conflicts with this Agreement, the Task Confirmation will take priority only for the particular scope, fee, timing or practical arrangement that it expressly changes. The remainder of this Agreement continues to apply.

3. Scope of work and Task Confirmations

3.1. We only accept responsibility for work that we have agreed to undertake. For substantial work we may confirm the task by email, Clio, invoice, WhatsApp, client portal message or another written communication (a "Task Confirmation").

3.2. A Task Confirmation may identify the work requested, the documents to be reviewed, the estimated or fixed fee, urgency, assumptions, deadlines, hearing dates and any limits on the work.

3.3. You must check the Task Confirmation promptly. If it does not accurately reflect what you want us to do, tell us before we begin.

3.4. We are not responsible for a court date, filing date, service date, limitation date or other deadline merely because you mention it, send us a document containing it, forward an email to us, copy us into correspondence, or upload papers. We accept responsibility for a deadline only if we expressly agree in writing to work to it.

3.5. Further work is a new instruction. We may require a further Task Confirmation, revised estimate and/or payment before beginning.

4. JSH Law status - what we are and are not

Your status remains important

You remain the litigant in person. JSH Law can assist you, but does not replace you as the person responsible for conducting your case.

The current Practice Guidance on McKenzie Friends recognises a litigant's right to reasonable assistance from a lay person, but a McKenzie Friend has no independent right to conduct litigation or act as an advocate.

4.1. JSH Law Ltd is not authorised or regulated by the SRA and is not a regulated firm of solicitors. The protections that apply to clients of an SRA-authorised firm, including SRA client-account rules, SRA compulsory professional indemnity insurance requirements and the SRA Compensation Fund, do not apply to services supplied under this Agreement.

4.2. We provide non-reserved legal services, litigation support and McKenzie Friend assistance. Depending on the agreed task, this may include legal information and non-reserved legal advice, but it is not regulated legal representation by an SRA-authorised firm.

4.3. Unless a court makes a specific order or grants permission in the individual case, we do not exercise a right of audience and we do not conduct litigation on your behalf.

4.4. In particular, unless expressly agreed and legally permissible, we do not:

- issue or commence proceedings in your name;
- go on the court record as your legal representative;
- accept service as your legal representative;
- sign statements of truth, applications, pleadings or other court documents for you;
- give undertakings on your behalf;
- manage your proceedings as your agent; or
- address the court, make oral submissions or examine witnesses without the court granting permission.

4.5. You must not describe JSH Law Ltd or anyone providing services through it as your solicitor, barrister, regulated legal representative or person with an automatic right to speak for you in court.

4.6. If your matter needs reserved legal activity or regulated representation, we may recommend that you obtain assistance from an authorised solicitor, barrister or other appropriately regulated professional.

5. Services we may provide

5.1. Subject to the agreed scope, our work may include:

- reviewing court orders, statements, expert reports, Cafcass material, correspondence and other case papers;
- helping you organise evidence and identify gaps, inconsistencies, chronology and key issues;
- helping you prepare chronologies, schedules, position statements, witness statements, hearing notes, questionnaires, draft correspondence and other documents for your review and use;

- legal and procedural research relevant to the agreed task;
- explaining procedural options, evidence requirements and practical next steps;
- helping you prepare bundles or document indexes, where agreed;
- conference, telephone or video-call support;
- hearing preparation and debriefing;
- attending a hearing with you as a McKenzie Friend where agreed, subject to the court's control and permission; and
- administrative support that does not amount to the conduct of litigation.

5.2. Our work is based on the information available, the documents supplied, the time available and the scope you have purchased. A limited review is not a full review of the entire case unless we expressly agree otherwise.

5.3. We do not provide financial, tax, medical, psychological, immigration or other specialist professional advice unless expressly agreed and lawfully within scope. We may suggest that you obtain specialist advice.

5.4. The law, court rules and guidance can change. Unless ongoing monitoring is expressly agreed, our work speaks as at the date it is provided.

6. Standard of service and no guarantee of outcome

6.1. We will provide the agreed services with reasonable care and skill.

6.2. We do not guarantee any judgment, order, settlement, finding, recommendation, procedural decision, costs outcome, timescale or litigation advantage.

6.3. Any view about prospects, strategy, likely procedure or possible outcomes is an assessment based on the information available at the time, not a promise of what a judge, Cafcass officer, expert, opponent or other decision-maker will do.

7. Your responsibilities as a litigant in person

7.1. You remain responsible for your proceedings and decisions. In particular, you are responsible for:

- giving complete, accurate and timely instructions;
- providing legible and complete documents, including previous orders and material that may be unhelpful to your case;
- telling us immediately about hearings, orders, deadlines, safeguarding concerns, changes of circumstances and new evidence;
- checking all drafts carefully for factual accuracy, dates, names, quotations, exhibits and the position you wish to advance;
- deciding whether to use, change, reject, sign, file, serve or send any draft or suggestion;
- ensuring statements of truth and factual assertions are true and honestly held;
- complying with court orders, court rules, directions, filing requirements and service requirements;
- attending hearings and speaking for yourself unless the court permits otherwise;
- obtaining regulated legal representation where reasonably required; and
- telling us if another adviser is working on the same issue so that conflicting instructions can be identified.

7.2. We may rely on information and documents you provide unless there is an obvious reason to query them. We are not required to independently verify every fact, date, allegation, document or representation.

7.3. You must not ask us to assist with anything dishonest, abusive, unlawful, misleading, intended to harass another person, contrary to a court order, or designed to conceal relevant information from the court.

8. Family court confidentiality and lawful sharing of documents

8.1. Family proceedings commonly contain private, confidential and restricted material. You must tell us about any specific order or restriction affecting disclosure, use, copying, storage or publication of information in your case.

8.2. The Practice Guidance on McKenzie Friends states that a litigant may communicate information, including filed evidence, to a McKenzie Friend for the purpose of obtaining advice or assistance in the proceedings. This is subject to any specific order of the court and to applicable law.

8.3. You are responsible for ensuring that documents supplied to us may lawfully be supplied for the purpose for which you provide them. If you are unsure, tell us before sending the material.

8.4. Neither you nor we should publish family court material merely because it has been shared for case preparation. Publication and wider disclosure are separate issues and may be restricted by statute, court rules or order.

9. Safeguarding, vulnerability and reasonable adjustments

9.1. We recognise that family litigation may involve domestic abuse, coercive control, trauma, disability, communication difficulties and safeguarding risks. Please tell us about any reasonable adjustment or communication arrangement you need so that we can consider what can reasonably be provided.

9.2. JSH Law is not an emergency service. If there is an immediate risk of serious harm, you should contact the emergency services or another appropriate safeguarding service. Do not rely on an email, WhatsApp message or voicemail to us for urgent protection.

9.3. Where we reasonably believe that continuing the work as instructed would create a serious safeguarding, legal or ethical problem, we may pause the work, seek clarification, recommend regulated advice or terminate the instruction in accordance with this Agreement.

10. Conflicts and third-party involvement

10.1. We may carry out conflict checks before or during an instruction. We may decline or stop work if we have previously assisted another party or connected person, hold confidential information that creates a conflict, or consider that a conflict makes it inappropriate to continue.

10.2. You may obtain advice or support from others. You remain responsible for deciding whose advice to follow and for the instructions you give us.

10.3. If a family member, friend or other supporter communicates with us on your behalf, we may require your written authority. We do not become responsible to that person and do not owe them a separate duty of care merely because they are involved.

10.4. A later change of strategy, a second opinion or criticism by another adviser does not by itself mean that work properly requested and completed was not chargeable.

11. Fees and charging

11.1. Unless we agree a fixed fee or different rate in writing, our current standard rates are:

Service	Standard rate
General litigation support, document review, drafting support, calls, conferences and case preparation	£100 per hour

Court / hearing attendance, agreed in-person attendance and associated waiting or travel time	£150 per hour
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11.2. Time is recorded in six-minute units (0.1 hour). A booked consultation is normally subject to a 30-minute minimum charge. Court attendance and travel are normally subject to a one-hour minimum unless a Task Confirmation states otherwise.

11.3. Substantive emails, WhatsApp messages, voice notes, calls or other communications that require case-specific legal, procedural, evidential or strategic consideration may be chargeable. Short purely administrative messages may be dealt with without charge at our discretion.

11.4. An estimate is an indication, not a fixed quote, unless we expressly state that the fee is fixed. If it becomes apparent that an estimate is likely to be exceeded materially, we will try to tell you before significant additional work is undertaken.

11.5. Reasonable third-party expenses - for example printing, postage, courier fees, mileage, train fares, parking or accommodation - are payable in addition where agreed or reasonably necessary for the agreed task. Material expenses will normally be discussed with you first.

11.6. Your invoice will state whether VAT is chargeable. We will not add VAT unless it is legally applicable and shown on the invoice or relevant Task Confirmation.

12. Payment in advance and money on account

12.1. Payment is normally required in advance. We may issue invoices through Clio or another payment provider. We are not obliged to begin or continue work until cleared funds have been received.

12.2. Advance payments are payments to JSH Law Ltd for its services. They are not held in an SRA-regulated solicitor client account and are not protected by SRA client-account rules or the SRA Compensation Fund.

12.3. We do not accept money to hold as stakeholder for another person. Unless specifically agreed, you should pay court fees, experts, barristers and other third parties directly.

12.4. If a payment on account is not fully used, any balance properly due back to you will be refunded after the account has been reconciled, subject to sums properly due for work carried out and agreed expenses.

12.5. If available funds are exhausted, we may pause work and require a further payment. We will not be responsible for delay caused by non-payment or exhausted funds where you have been told that further payment is required.

12.6. If an invoice is overdue, we may suspend new work, decline further attendance or terminate the instruction. We may pursue unpaid sums through the usual civil debt-recovery process and seek interest, court fees and recoverable costs where the law permits.

13. Invoice queries

13.1. Please raise any invoice query promptly, preferably within seven days, identifying the entry you query and why. This seven-day request does not remove any statutory right you may have to challenge a charge later.

13.2. If only part of an invoice is disputed, the undisputed amount remains payable unless we agree otherwise.

14. Appointments, reserved time and non-statutory cancellations

14.1. This section is separate from your statutory 14-day cancellation rights, which are set out later and take priority where they apply.

14.2. For an ordinary consultation or appointment, you may normally cancel or rearrange without a cancellation charge if you give at least 24 hours' notice. With less notice, we may charge a reasonable amount

for time that could not reasonably be reallocated, up to the booked consultation fee or the time actually reserved, whichever is lower.

14.3. For a hearing, urgent drafting slot, substantial conference or other significant reserved period, any cancellation fee must be clearly stated in the relevant Task Confirmation. It will be limited to a reasonable and proportionate amount reflecting work already undertaken, non-refundable expenditure and/or time that could not reasonably be reallocated.

14.4. If a court hearing is adjourned, vacated, delayed or shortened, preparation already carried out, travel already undertaken and non-refundable expenses remain chargeable. A separate reserved-time fee is chargeable only if it was clearly agreed in advance and is fair and proportionate.

15. Urgent work, deadlines and incomplete papers

15.1. Urgent requests are accepted only if we confirm that we can take them on. We do not guarantee same-day or out-of-hours work.

15.2. If instructions or documents arrive late, are incomplete, or arrive close to a deadline, we will use reasonable efforts within the agreed scope but may need to limit the review. We do not accept responsibility for consequences caused by late instructions, missing material or insufficient time for proper work.

15.3. You remain responsible for final checking, signing, filing and service unless a specific lawful administrative step has been expressly agreed.

16. Communications and availability

16.1. We may communicate by email, telephone, video call, Clio, WhatsApp or another agreed electronic channel. Email and electronic communication involve ordinary risks including misdirection, interception, outage and delay.

16.2. You must keep your contact details up to date and check your inbox, spam folder and relevant messages regularly.

16.3. We do not provide a 24-hour emergency or on-call service. A response outside ordinary working hours does not create an obligation to respond outside those hours in future.

16.4. For clarity and safety, we may require important instructions, approvals, cancellations, complaints or disputed points to be confirmed in writing.

17. Professional boundaries and conduct

17.1. Litigation can be stressful. We will communicate respectfully and expect the same in return.

17.2. We may pause or terminate work if communications become abusive, threatening, discriminatory, persistently harassing, knowingly misleading, or so excessive that the agreed work cannot reasonably be delivered.

17.3. We may also pause or end work if trust has broken down, safety is compromised, you ask us to mislead the court, or third-party interference makes the instruction unworkable.

18. Court attendance and McKenzie Friend role

18.1. If we agree to attend court, you remain the litigant in person. The court controls what assistance is permitted.

18.2. A McKenzie Friend may ordinarily provide moral support, take notes, help with papers and quietly give advice. The court may restrict or refuse assistance where the interests of justice require it.

18.3. We have no automatic right to address the court, make submissions, question witnesses or conduct litigation. If you want us to speak, the relevant application must be made to the judge and permission is not guaranteed. Professional or regularly paid McKenzie Friends should not assume that a right of audience will be granted.

18.4. If the court limits or refuses our participation, preparation, travel, waiting and attendance already undertaken remain chargeable in accordance with the agreed fee terms. A judicial decision restricting participation does not of itself show that the support service was defective.

19. Drafts, documents and intellectual property

19.1. Drafts are prepared for your review. They are not treated as approved for filing, service or sending until you have checked and adopted them.

19.2. You retain ownership of documents and factual material that belong to you. JSH Law retains ownership of its underlying templates, systems, know-how, precedents, checklists and working methods.

19.3. Once the relevant fees are paid, you have a non-exclusive licence to use final materials supplied by us for your own matter and for obtaining further advice about that matter.

19.4. You should not reuse a document prepared for one case in another case without checking that it is factually, procedurally and legally suitable.

19.5. We will not use your identifying case details in a public case study, testimonial or marketing content without separate permission, unless the information is already lawfully public and its use is lawful and appropriate.

20. Confidentiality

20.1. We will keep your information confidential, subject to the qualifications below.

20.2. We may disclose information where:

- you authorise disclosure;
- disclosure is reasonably necessary to provide the agreed service, including to approved technology and service providers acting for us;
- disclosure is required by law or court order;
- disclosure is permitted and reasonably necessary to address a serious safeguarding risk;
- disclosure is reasonably necessary to obtain professional, technical, insurance or legal advice for JSH Law; or
- disclosure is reasonably necessary to deal with a complaint, fee dispute, legal claim or debt recovery, subject to applicable law.

20.3. Where practicable, we will limit disclosure to what is reasonably necessary for the purpose.

21. Data protection, cloud services and AI-assisted tools

Transparency about technology

JSH Law uses digital systems to deliver an efficient document-heavy service. This may include case-management, cloud storage, transcription, research and AI-assisted tools. Technology supports the work; it does not replace human responsibility for the service supplied to you.

21.1. JSH Law Ltd is responsible for deciding how and why personal data is processed for the purposes of providing our services, subject to applicable data protection law. Our Privacy Policy contains further information about lawful bases, recipients, international transfers, retention and your rights.

- 21.2.** We may use reputable third-party service providers and processors for case management, secure storage, email, video meetings, payments, transcription, document handling, research, cybersecurity, backup and administration.
- 21.3.** We may use AI-assisted tools to support tasks such as document organisation, chronology building, summarisation, transcription, first-draft generation, research support, issue spotting, quality control and administrative work. AI-assisted output is subject to human review before it is relied upon as substantive client work.
- 21.4.** We will seek to minimise personal data provided to technology services, use available privacy and security controls appropriate to the task, and avoid unnecessary disclosure of sensitive material.
- 21.5.** Some service providers may process data outside the United Kingdom. Where applicable, we will use providers and transfer mechanisms that we reasonably consider appropriate under data protection law.
- 21.6.** We do not make a final decision about your case by a solely automated process. You remain responsible for litigation decisions, and substantive work supplied to you is reviewed by a human.
- 21.7.** If you have a particular concern about the use of an AI-assisted or cloud tool for exceptionally sensitive material, tell us before sending that material. We will consider whether the task can reasonably be delivered on an alternative basis. If it cannot, we will explain this before proceeding where practicable.
- 21.8.** Our data protection practices may be updated to reflect changes in the UK GDPR, Data Protection Act 2018, the Data (Use and Access) Act 2025 and related guidance. The current Privacy Policy on our website should be read with this Agreement.

22. Recording calls and meetings

- 22.1.** If you want to record a call, consultation or meeting with us, please tell us in advance. We may agree, impose reasonable conditions or decline to continue the call or meeting if it is to be recorded.
- 22.2.** A recording must not be edited or published in a misleading way, used to breach court confidentiality, or shared in breach of data protection, confidentiality or third-party rights.
- 22.3.** Nothing in this section removes a legal right that cannot lawfully be excluded or prevents a recording or disclosure that is required by law or court order.
- 22.4.** We may keep attendance notes and other internal records of communications. If we intend to make an audio or video recording ourselves, we will tell you unless the law permits otherwise and there is a legitimate reason not to do so.

23. Files, retention and deletion

- 23.1.** We may maintain an electronic matter file containing documents, communications, attendance notes, drafts, invoices and payment records.
- 23.2.** Our usual retention period for a closed client matter is six years after closure, but we may keep particular records for a shorter or longer period where reasonably required by law, tax obligations, safeguarding considerations, a complaint, a dispute, insurance requirements or another legitimate reason explained in our Privacy Policy.
- 23.3.** At the end of the relevant retention period, records may be securely deleted or destroyed. You should keep your own copies of important court papers and final documents.

24. Liability and responsibility for loss

- 24.1.** Nothing in this Agreement excludes or limits liability where the law does not permit exclusion or limitation, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation. Nothing in this Agreement removes your statutory consumer rights.

24.2. We are responsible for loss that is a reasonably foreseeable result of our breach of this Agreement or failure to use reasonable care and skill, subject to the ordinary rules of causation, mitigation and applicable law.

24.3. We are not responsible for loss to the extent it is caused by matters outside our responsibility, including:

- a court, tribunal, Cafcass officer, expert, local authority, opponent or other third party making a decision with which you disagree;
- inaccurate, incomplete, misleading or late information supplied to us;
- documents or material that were not supplied within the agreed scope or in sufficient time;
- your decision not to follow, or to materially alter, a draft or recommendation;
- your failure to check, sign, file, serve or comply with an order or deadline;
- advice or actions of another adviser or third party over whom we have no control;
- a technical, platform, court-listing or other event outside our reasonable control; or
- your use of work outside the matter or purpose for which it was prepared.

24.4. We are not liable for losses that neither party could reasonably have foreseen when the relevant task was agreed, except where the law provides otherwise.

25. Events outside our reasonable control

25.1. We are not responsible for delay caused by events genuinely outside our reasonable control, such as serious illness, bereavement, severe weather, transport disruption, court listing changes, power or internet failure, cyber incidents or major platform outages.

25.2. If this affects an agreed task, we will try to tell you as soon as reasonably practicable and discuss what can be done.

26. Ending the agreement

26.1. You may end our instruction at any time by telling us in writing. You remain responsible for fees for work already properly carried out and for agreed, non-refundable expenses, subject to any statutory cancellation right that applies.

26.2. We may end or suspend the instruction where there is a reasonable basis to do so, including non-payment, inadequate instructions, conflict of interest, dishonesty, abusive conduct, serious breakdown in trust, safety concerns, a request to act unlawfully, or because the matter requires regulated representation outside our role.

26.3. Where reasonably practicable, we will give you notice of termination and identify any imminent deadline of which we are actually aware. You remain responsible for your case and should obtain alternative assistance promptly.

26.4. On closure, we will account for any unused advance payment due back to you. We may refuse to carry out or release new unpaid work product, but we will not retain an original document belonging to you merely as leverage for a disputed fee.

27. Complaints

27.1. If you are unhappy with our service, fees or communication, please raise the issue as soon as possible so that we have an opportunity to address it.

27.2. Send a written complaint to:

Complaints Manager - JSH Law Ltd

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

Email: jessica.hill@jshlaw.co.uk

Please include your name, matter, what you say has gone wrong, the outcome you seek and any relevant documents.

27.3. We aim to acknowledge a complaint within five working days and provide a substantive written response within 21 days of acknowledgement. If more time is reasonably required, we will explain why and provide a revised timescale.

27.4. JSH Law Ltd is not an SRA-authorised law firm. Complaints about the services supplied under this Agreement are therefore not ordinarily dealt with through the SRA complaints regime or the Legal Ombudsman in the same way as a complaint about an authorised firm. You remain free to obtain independent legal or consumer advice and to exercise any court or statutory remedy available to you.

27.5. Where applicable law requires us to give information about an available alternative dispute resolution process or provider, we will do so in our final complaint response.

27.6. A complaint does not automatically suspend payment of an undisputed sum. We will consider any genuinely disputed part of an invoice fairly.

28. Consumer rights - 14-day cancellation for distance or off-premises contracts**This section is important if you instruct us online, by email, telephone or away from our business premises**

If you are a consumer and the statutory distance/off-premises cancellation rules apply, you normally have 14 days to cancel the contract without giving a reason. If you ask us to start during that period, you may have to pay for work supplied before cancellation.

28.1. If you are a consumer and this Agreement is made at distance or off-premises, the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 may give you a right to cancel during the statutory cancellation period.

28.2. For a service contract, the cancellation period normally ends 14 days after the day the contract is entered into.

28.3. You may cancel by sending a clear statement that you wish to cancel. You may use the model form at the end of this Agreement, but you do not have to use that form.

28.4. If you want us to begin work before the 14-day period expires, we require your express request. If you then cancel during the period, you must pay a proportionate amount for services supplied up to the time you tell us you are cancelling, to the extent permitted by law.

28.5. If the service is fully performed within the cancellation period after your express request to start and your acknowledgement that the cancellation right will be lost on full performance, your statutory right to cancel may end once the service has been fully performed.

28.6. Where a refund is due following statutory cancellation, we will make it within the period required by law and normally using the same payment method, unless another lawful method is agreed.

28.7. These statutory rights are additional to, and take priority over, any contractual cancellation term in this Agreement.

29. Governing law and jurisdiction

29.1. This Agreement is governed by the law of England and Wales.

29.2. The courts of England and Wales will have jurisdiction, subject to any mandatory consumer right that allows you to bring proceedings elsewhere.

29.3. If we agree to assist with documents or issues connected with another jurisdiction, that does not mean that we are qualified or authorised to advise on that jurisdiction's law. You remain responsible for obtaining advice from an appropriately qualified lawyer where required.

30. General contract terms

30.1. This Agreement, together with the relevant Task Confirmation and any document expressly incorporated into it, records the agreement for the services in question.

30.2. A variation must be agreed in writing. We may update our standard terms for future work, but a material change will not retrospectively alter work already agreed unless you accept the change.

30.3. If any provision is found invalid or unenforceable, the remainder continues in effect.

30.4. This Agreement is personal to you. Another person may not rely on our work without our written agreement.

30.5. No failure or delay in enforcing a term amounts to a waiver of that term.

31. Acceptance

By signing, accepting electronically or asking us to start work after receiving these Terms, you confirm that:

you have read and understood this Agreement;

you understand that JSH Law Ltd is not an SRA-authorised firm and that you remain a litigant in person;

you understand the limits on a McKenzie Friend's role and that speaking in court is not guaranteed;

you agree to the fee and payment arrangements for work you instruct;

you will check and take responsibility for documents you approve, sign, file, serve or send; and

you understand the consumer cancellation information where it applies.

Signed by client	
Client name	
Date	
Signed for JSH Law Ltd	Jessica Susan Kemp
Position	Director, JSH Law Ltd

32. Express request to start work during the 14-day cancellation period

Complete this section only where applicable

I expressly request that JSH Law Ltd begins the agreed service before the 14-day cancellation period has expired.

I understand that if I cancel after work has started, I may have to pay a proportionate amount for services supplied up to cancellation.

I understand that if the service is fully performed during the cancellation period after my express request, I may lose the right to cancel once full performance has taken place.

Signed by client	
Client name	
Date	

33. Model cancellation form

Complete and send this form only if you wish to cancel within an applicable statutory cancellation period. You may also cancel by any other clear written statement.

Send to

JSH Law Ltd, c/o Mayes Business Partnership, Red Rose Court, Accrington, BB5 5JR

Email: jessica.hill@jshlaw.co.uk

I hereby give notice that I cancel my contract for	
Matter / service	
Date ordered / agreement entered into	
Client name	
Client address	
Client email	
Signature (if on paper) and date	

Reference framework

This Agreement has been drafted for JSH Law Ltd's current unregulated litigation-support and McKenzie Friend model. Key framework includes the Legal Services Act 2007; the Courts and Tribunals Judiciary Practice Guidance: McKenzie Friends (Civil and Family Courts); the Consumer Rights Act 2015; the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013; and applicable UK data protection law as amended. This reference note does not form a separate promise that every provision of those sources applies to every client or every task.