**TERMS AND CONDITIONS FOR INSTRUCTING SOLICITORS**

1. We accept instructions from solicitors via text, email and telephone.
2. An instruction is defined enough information to attend upon a client, any relevant paperwork sent to us within a reasonable amount of time and an agreed fee plus VAT. All fees agreed are plus miles and VAT.
3. Once instructed we will instruct one of our agents to commit to matter, diarise and prepare.
4. We advise all our agents to call ahead with an ETA. If you get a call from the police please give them our number and we will communicate with them on your behalf.
5. If the police are not ready for interview, we will call custody with our details so they can contact us when it is ready.
6. We are happy to liaise with the police and client during their stay in custody.
7. We will make the initial calls to police, deal with any extensions and general enquiries on behalf of the firm if instructed to do so.
8. Should there be any problems we will immediately inform the instructing firm.
9. When the case is concluded we will provide a result by text or email.
10. We endeavour to send the attendance notes, any signed legal aids, relevant documents together with our invoice within 24 hours.
11. Once the interview has taken place and we have obtained a result, we have no further dealings with your client or the police.
12. We do not log cases with the DSCC unless specifically requested to do so.
13. We would like our invoices to be settled within 28 days. Invoices are sent together with the attendance notes via email from our Xero software. Do not reply to those emails they are not monitored. You can access your bills online and make payments there too. We will send out regular statements so you can keep track of your account.
14. Any queries in relation to accounts should emailed to [accounts@criminalagents4u.co.uk](mailto:accounts@criminalagents4u.co.uk) and not our xero messaging service.
15. By accepting these terms and conditions, you confirm you have read, understood and accepted its contents. Accepting these terms and conditions is a condition of instructing Criminal Agents 4 U Ltd.
16. Please provide us with an email address for our invoices and reports.
17. We encourage all our agents to fill in Legal Aid forms. However we cannot guarantee that this will be done each and every time.
18. We do not chase up subsequent bails.
19. Police station cancellations - if the matter is cancelled after the agent has set off we will still have to invoice for this matter.
20. Court cancellations - If a solicitor has been instructed to attend court and has prepared for the hearing then we will invoice for the matter. If it is reasonable that the agent would have prepped. This is usually the night before the hearing and after having received the papers.

Criminal Agents 4 U reserves the rights to alter or update the terms and conditions at any time.