

# Tracing Services – Terms & Conditions

## 1. Scope of Services

We will conduct tracing investigations using all available databases and resources to locate the subject identified by the client.

## 2. Deliverables

Upon completion, if a fixed address is identified, you may receive the following:

- Name
- Address
- Phone Number
- Email Address

## 3. Fees and Payment

- The service fee is £249.99 + VAT on a "no trace, no fee" basis.
- An administrative fee of £49.99 + VAT is payable for opening a new case, regardless of outcome (this is deducted from the final invoice if a trace is successful).
- All fees are payable in advance. Fees also apply if our agents have to attend court to give evidence.

## 4. Important Conditions

- You acknowledge payment is for time and resources invested, not solely for the result.
- You agree not to use information obtained for malicious or unlawful purposes, or to cause distress or alarm to any individual.
- In certain cases (e.g., if the subject is in protective custody, is vulnerable, or is a domestic abuse survivor), we may require your solicitor's details to share findings appropriately.

## 5. Right to Refuse or Terminate

We reserve the right to terminate investigations if any terms are breached.

## 6. Confidentiality & Data Protection

All information provided or obtained is handled confidentially and in accordance with applicable data protection laws.

## 7. Governing Law

These terms are governed by the laws of Scotland.

By making payment, you confirm your agreement to these terms and conditions.