



Terms and conditions – Trace investigation

What we undertake to do

A trace investigation will be conducted by us using resources we have invested in to attempt to locate the person or entity sought.

Guarantees

NO Guarantees are given as to a successful outcome, we will however endeavour to investigate every line of enquiry within our knowledge and resources.

Timescale

As with every investigation the logical outcome cannot be predicted at the onset and timescales vary on each individual enquiry. The enquiry will commence as soon as cleared funds are received by us. If an investigation fails to give a positive outcome it will be reviewed weekly for the first calendar month and monthly thereafter the reason being, databases are updated on an ongoing basis and new information may come to light that will trigger a fresh line of investigation or a positive outcome.

Fees

Fees are payable in advance and the current trace fee is £175.00 plus VAT the total payable is £210.00 including the tax. The fees are payable for use of our time, expertise and resources, once cleared funds have been received the trace will commence, no refunds are appropriate.

Cancellation

When instructions are received and payment is made these terms and conditions will be deemed to have been agreed and accepted and no cancellation is possible in exchange for return of fees. If the client chooses not to continue, no refund will be given.

Criminal intent and duty of care

By accepting these terms and conditions you are undertaking that no stalking, harassment, threats or abuse or other inappropriate behaviour will be perpetrated as a result of us locating the person or entity sought. If information comes to light in the course of the investigation that indicates such behaviour is, in our judgement, likely we will not disclose to you the location or address of the person or entity sought.

The information we will provide

We will provide the address the person is to be found at and other relevant information we obtain we may give to as a gesture of goodwill but this will be totally at our discretion.