

# What can you expect as part of our service?

## Longer opening hours

Open 8am-8pm Monday to Thursday and 8am-7pm on Fridays. We're also open at weekends, Saturday 9am-4pm and Sunday 10am-3pm.

#### Dedicated conveyancer

To guide and assist you through the entire conveyancing process, you will be assigned your own personal conveyancer.

### eWay (online case-management)

A revolutionary online service that allows you to manage your case whenever you want, from wherever you are using a smartphone, tablet or PC.



#### Fixed fee policy

When you ask for a quote, we will give you a price that includes everything. We don't have any hidden extras or hide things in the small print. Our fees won't change unless your instructions do.

#### No move, no fee

If your move falls through completely, through no fault of your own, we won't charge you our lawyer costs.\*

## Regular status updates

You will receive regular status updates via email, SMS, phone call or letter, whichever you prefer.

#### Search Guarantee

Search Guarantee is included within our conveyancing service and covers three searches:

- 1. Local Authority search (compiled by a personal search agent).
- 2. Water & Drainage search.
- 3. Environmental search.

In the unlikely event that your purchase does not proceed to 'exchange of contracts' the cost of your next set of searches will be supplied FREE of charge.\*\*

- \*\*Please note that only these searches are included and it does not cover searches which may, due to the locality or nature of your property, be suggested e.g. coal or tin mining search.
- The reason your purchase has fallen through must be due to circumstances outside of your control.
  E.g.: chain collapse, adverse mortgage valuation etc.
  You must instruct us to act on your next purchase.
  The search guarantee does not apply if you choose to use another lawyer for your next purchase.
- 3. You must instruct your subsequent purchase within 3 months from the date of your original purchase aborting.
- 4. The parties purchasing the next property must be the same as purchasing the property that fell through.

## What can eWay do for me?

Our revolutionary online case-management service, eWay, allows you to manage your case whenever you want, from wherever you are via a smartphone, tablet or PC. You can complete nearly all of your documentation online, make secure payments and keep up-to-date with how your case is progressing, even when you're on the move.

## Fast facts on our eWay service:

### Manage your move, on the move

eWay is mobile-friendly and uses the very best in smart technology, so you can manage your move on the move from your smartphone or tablet. Our eWay app will also send you push notifications so you are always up to date with your case.

#### Action notifications

Red task indicators appear on the dial when there is an action for you to complete, to help get your case moving. The eWay dial shows how your case is progressing. Each section is a milestone in the conveyancing process - the fuller the section is, the closer it is to being completed.

#### Interactive forms

Nearly all documentation is available to complete online, helping to further speed up the conveyancing process.

# Video guides

eWay has a suite of useful video guides and guidance sections, to help you understand what you need to do.

#### Personalised for you

You will have your own unique login, so all of your cases can be accessed using one set of details. You can also personalise your eWay homescreen with photographs of the property, giving it that personal touch.

## Our revolutionary eWay dial





# Buy-to-let

If you are considering purchasing a buy-to-let property, we have developed a range of services to make the buy-to-let conveyancing process seamless and stress-free.

We have extensive experience and a wealth of knowledge gained from helping thousands of clients, from first time buy-to-let customers through to experienced landlords. Whatever your situation, we have the expertise to ensure that your purchase goes through quickly and easily so that you can let your property as soon as possible. For details about this service, please contact us on 0345 234 0211.

<sup>\*</sup>Terms and Conditions apply