

## Standard Terms of Engagement

**Client:**

**Date of Issue:**

**1. Place and Hours of Business**

1.1 Sytech office is located in Stoke-on-Trent, Staffordshire.  
Telephone number 01782 286 300; Fax 01782 280 036;  
Email: [Sytech@Sytech-Consultants.com](mailto:Sytech@Sytech-Consultants.com)

1.2 Usual office hours are 9:00am to 5:30pm, Monday to Friday. Work is completed outside these hours in accordance with prior agreements.

**2. Responsibility for Work**

2.1 Each time we open a matter for you, you will be advised of the person principally dealing with it. He/she may be assisted by other members of the office as appropriate.

**3. Provision of Service**

3.1 Our aim is to give all clients quality service, advice and representation in a courteous and professional manner, to explain what we are doing on your behalf and why, and regularly to report on progress of the matter to you.

3.2 If you have any queries or are unhappy with any aspect of our service, please contact in the first instance the person dealing with the matter. If the problem is not resolved to your satisfaction, please contact Edgar Blazier, Director.

**4. Charges, Costs and Billings**

4.1 Our standard hourly rate will be as that stated in our quotation to you, the client, based on time spent. Additional work completed at your request is charged on the same basis. The hourly rate charged will be reviewed from time to time and may be adjusted to reflect the complexity, urgency, importance or value of the work (either in whole or in part).

4.2 You may place a limit on the amount of charges that may be incurred without your prior approval. If you wish to do so, please tell us in writing.

4.3 Unless otherwise agreed in writing, payment becomes due 30days after presentation of our invoice.

4.4 As the instructing client you are responsible for our charges unless we have agreed in writing otherwise. This is so even if the bill is to be submitted to a third party, someone else has agreed to pay your costs or the matter does not proceed to completion.

**5. Cancellation and Postponement Charges for Uncompleted Work**

5.1 Cancellations must be received in writing by email or fax.

5.2 In all cases, a fee will be charged in relation to any completed / part-completed work on the basis of the original quotation. This charge will apply to all completed work up to the date that written cancellation notice is received.

**6. Disbursements, Expenses and VAT**

6.1 We will add to our charges:  
Disbursements necessarily incurred on your behalf;  
Value Added Tax.