



SHL

The Self Help Legal Information Network

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CUSTOMER SERVICE AGREEMENT (Disclaimer)

The Self Help Legal Information Network is an entity that provides preparation of preprinted and non-preprinted legal forms, documents and other material. Our services are offered to the public, attorneys and businesses. All information prepared through our organization is confidential and given directly to the client unless otherwise directed. Any documents prepared that requires court filing or process serving are the responsibility of the consumer, unless otherwise documented.

SHL's services are not to be taken as legal advice or considered advice from an attorney or legal advisor. SHL's staff is not attorneys; we can only provide self help services at your specific direction. The county clerk does not evaluate or approve registrant's knowledge, experience or quality of services. You may obtain information regarding free or low-cost representation from a local bar association, legal aid foundation or by contacting law enforcement if you feel you have been a victim of fraud, UPL (unauthorized practice of law) or any other injury. We cannot provide advice, legal explanations, opinions or recommendations regarding your legal rights, remedies, selection of forms, strategies or defenses. This center provides legal assistance in document preparation performed by trained legal assistants. An attorney should be consulted for issues requiring legal representation of advice.

All fees must be paid in full before any services are rendered. All fees must be paid in full before any services are rendered. You have 24-hours to change or cancel your services for any reason but there will be a \$20.00 non-refundable service charge. The cancel of services must be obtained in writing within this 24-hour period.

Upon completion of your work a SHL staff member and you can review it. Once the work has commenced there is no refund unless SHL determines there is good cause.

The customer has read and fully understands the contents with this customer service agreement. By signing below indicates that you accept, understand, acknowledge and accept the terms and conditions above and agree to them in ordinance with the services listed below.

Name (print)

Signature

Date

Service(s) to be provided:

(PLEASE PRINT THIS FORM OUT - AND complete the bottom)

PLEASE SIGN, DATE, WRITE IN WHAT SERVICE YOU WANT AND LIST THE PRICE FROM THE PRICE LIST.

PLEASE FAX TO (310) 675-3853 BEFORE MAILING. MAKE A COPY FOR YOUR RECORDS & MAIL THE ORIGINAL.