

SERVICE REQUEST FORM

Mr Ms Dr Other Client Name:

Email Address: ID No:

Date of Request: DD MM YY Omang Passport

Address: Contact Number(s):

Natural Person(s):

(Please tick the appropriate box)

Male Female Juristic Person (Company, etc.)

Next of Kin/Representative:

Contact Number(s):

Defendent Details:

Mr Ms Dr Other Defendent Name:

Email Address: ID No:

Address: Contact Number(s):

Material Facts:

(Please provide a summary of the services you are requesting.)

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Important Notice:

By engaging the services of the company, the client expressly agrees to be bound by the terms and conditions of the company, which will be provided to clients before rendering any service. Clients are therefore advised to familiarize themselves with the terms and conditions of the business and to seek clarity where needed.

Signed at: On this DD day of MM, 20YY

Client Signature _____



TERMS AND CONDITIONS OF SERVICE

1. DEFINITIONS AND INTERPRETATION

1.1. In this document, unless inconsistent with the context:

- "Business" refers to **Nare Collections (Pty) Ltd.**
- "Client" means any **individual or company** that engages the services of the Business.
- "Consultation" refers to a **meeting (in person or virtually) where legal advice is given.**
- "Defendant" means the party against whom a debt or claim is pursued.
- "Fees" include all consultation, service, drafting, legal action, and any other applicable charges.

1.2. The headings in this Agreement are for convenience and shall not affect the interpretation thereof.

2. CONSULTATION FEES

2.1. The File opening fee is set at **P750.00 (Seven Hundred and Fifty Pula)** for a **30 minute consultation** with a legal officer. This fee includes a brief analysis of the client's matter and preliminary legal advice.

2.2. The **consultation fee is non-refundable** once legal advice is rendered, regardless of whether the client proceeds with further services.

2.3. This fee does not include the drafting of documents, follow-ups, or any legal proceedings.

2.4. Each new or unrelated legal matter will incur a separate consultation fee.

2.5. Corporate clients may be charged at different rates, as determined by the Business at its discretion.

3. SERVICE FEES

3.1. Service fees begin at **P100.00** and may increase depending on the geographical location of the Defendant or the complexity of the task.

3.2. These fees cover the delivery or service of legal documents and do not form part of the consultation or legal action fees.

3.3. Clients may choose to personally serve legal documents, in which case the Business assumes no responsibility for delivery confirmation.

4. DEBT COLLECTION SERVICES

4.1. The Business offers two tiers of debt collection services: Soft Collection and Hard Collection.

4.2 Soft Debt Collection:

4.2.1. Applicable for debts between **P1,000 and P3,000.**

4.2.2. Involves telephonic and SMS follow-ups.

4.2.3. Fixed fee: **P250.00.**

4.2.4. For amounts exceeding **P2,000**, clients may request a Letter of Demand at an additional cost of **P500.00.**

4.2.5. Beyond the Letter of Demand, no further legal action will be undertaken due to the minimal value of the debt.

4.3 Hard Debt Collection:

4.3.1. Applicable for debts exceeding **P5,000.**

4.3.2. **Initial fee: P750.00** is the file opening fee.

4.3.3. Subsequent legal actions (e.g., summons, default judgment and settlement meetings) are charged **P750.00** per step.

4.3.4. Total costs vary depending on when payment is received or settlement is reached.

4.4. The Business reserves the right to negotiate payment terms based on the nature of the debt.

4.5. Any discounts are provided solely at the discretion of the Business.

5. ADDITIONAL LEGAL SERVICES

5.1. The Business may assist with the drafting of legal documents, including lease agreements, sale agreements, affidavits, and contracts.

5.2. Assistance may extend to legal process facilitation but excludes guaranteed outcomes.

5.3. If a debtor is indigent and unable to pay, legal obligations are deemed fulfilled once legal steps have been taken. Fees remain due and payable.

6. REFUND POLICY

6.1. No refunds will be issued once a consultation is conducted or documentation has been prepared.

6.2. Refunds may only be granted in instances where services have not commenced or where unreasonable delays have occurred through no fault of the client.

7. CLIENT'S RESPONSIBILITY- DEFENDANT LOCATION

7.1. Clients are responsible for providing accurate contact details and

current location of the Defendant.

7.2. The Business does not provide tracing services, and such work is not considered legal in nature.

7.3. Failure to provide this information may result in case delays or suspension.

7.4. Should the Defendant be unreachable or relocate, locating them remains solely the client's responsibility.

7.5. The file may be placed on hold or closed if the Defendant cannot be found, and the Business will not be liable for lack of progress.

8. LEGAL LIMITATIONS AND REPRESENTATION

8.1. The Business does not provide in-court legal representation. Clients are expected to represent themselves.

8.2. The Business will prepare all necessary documents and offer guidance for selfrepresentation.

8.3. Where legal representation is essential, clients will be referred to a partner law firm.

8.4. Additional costs arising from such referrals are to be borne by the client.

8.5. The Business may decline cases with weak prospects of success to preserve resource efficiency.

8.6. Clients acknowledge these limitations upon engaging with the Business.

9. CASE UPDATES AND TIMEFRAMES

9.1. Clients will receive updates at least once per week, subject to case complexity.

9.2. Legal officers may require up to **seven (7) working days** to revert with a full response after consultation.

9.3. Clients are urged to exercise patience as legal processes, especially court related matters, may be prolonged.

10. CONFIDENTIALITY AND ETHICAL CONDUCT

10.1. All client information will be treated as confidential and protected in accordance with applicable laws.

10.2. Disclosure to third parties will only occur with the client's written consent or as required by law.

10.3. The Business commits to ethical conduct as prescribed by relevant professional and regulatory authorities.

11. TERMINATION OF SERVICES

11.1 By the Business:

· Services may be terminated if the client fails to pay fees, follow instructions, or behaves unreasonably.

· All outstanding fees shall become immediately due upon termination.

11.2 By the Client:

· Clients may terminate services with 14 days' written notice.

· The client remains liable for all services rendered up to the termination date.

· All documents belonging to the client will be returned within a reasonable period.

12. ACCEPTANCE AND BINDING AGREEMENT

12.1. By engaging Nare Collections (Pty) Ltd, the client affirms that they have read, understood, and accepted these Terms and Conditions.

12.2. These Terms constitute the entire agreement and supersede any prior understandings or agreements.

12.3. The Business reserves the right to amend these Terms at any time, provided notice is given to existing clients.

13. ONGOING CASE MANAGEMENT AND FOLLOW-UP FEES

13.1. In matters where the Defendant has commenced payment but the debt has not been fully settled, the Business shall continue to provide follow-up services including, but not limited to, payment reminders, progress tracking, meetings and client updates.

13.2. These follow-up services incur operational costs and time expenditure. Accordingly, the client will be billed a follow-up fee determined by the time spent on the file and the frequency of contact required.

13.3. The fee may range from **P150.00 to P750.00 per month**, depending on the complexity and effort involved.

13.4. The client will be notified in advance of any applicable monthly follow-up fees and invoiced accordingly.

13.5. Failure to settle these follow-up fees may result in suspension of further services until payment is made.