

## Terms of Use/Legal Notices

These Terms of Use/Legal Notices cover our website which can be found at <http://www.close-thornton.co.uk> (“the Website”).

- 1.1 **Close Thornton LLP** (hereinafter referred to as “**we/us/our**”) is a Limited Liability Partnership (LLP) registered in England and Wales under number OC343055 and whose registered office is 2 Duke Street Darlington County Durham DL3 7AB.
- 1.2 Our contact telephone number is 01325 466461, our fax number is 01325 465121 and our email address is [law@close-thornton.co.uk](mailto:law@close-thornton.co.uk)
- 1.3 We are authorised and regulated by the Solicitors Regulation Authority (SRA), and our SRA Number is 499962. The Solicitors Regulation Authority Code of Conduct governs us. Kindly visit [www.sra.org.uk](http://www.sra.org.uk) for the rules and regulations which govern our professional conduct.
- 1.4 A list of the names of our members is available for inspection at our Registered Office. We use the word ‘partner’ to refer to a member of Close Thornton LLP.
- 1.5 Our VAT (value added tax) number is GB257603454 and our Information Commissioner’s Office registration number is Z5959593.
- 1.6 We trade under the name Close Thornton Solicitors.
- 1.7 We carry Professional Indemnity Insurance in accordance with the rules of the Solicitors Regulation Authority. Further details of our insurers and the territorial coverage of our policy of insurance can be provided on request.
- 1.8 We are not authorised by the Financial Conduct Authority. However, we are included on the register maintained by the Financial Conduct Authority so that we can carry on insurance mediation activity, which is broadly the advising on, selling and administration of insurance contracts. This part of our business, including arrangements for complaints or redress if something goes wrong, is regulated by The Solicitors Regulation Authority. The register can be accessed via the Financial Conduct Authority website.
- 1.9 We have been awarded the Law Society’s Quality Assurance mark known as Lexcel. This is part of our commitment to ensure that we provide a high quality service.
- 1.10 References to “you” or “your” mean the person accessing and using our website. By using our website, you are indicating your acceptance of and agreeing to be bound by these Terms of Use, and you agree to comply with your obligations under them.
- 1.11 The information, articles, notices and all other materials provided on our website are for general information purposes only. Whilst we try to ensure that all such information, notices and other materials provided are accurate, no warranty, representation, guarantee or any other assurance is given that they are up to date, accurate or free from error. Nothing on our website constitutes legal or other professional advice on which reliance should be placed. You should consult one of our solicitors or partners if you require advice on a specific legal problem or matter.
- 1.12 To the extent permitted by law, we exclude and do not accept responsibility for or any liability for any loss, damage or expense of any kind (whether direct, indirect or consequential, and including (but without limitation), liability for loss of business, loss of goodwill, loss of profits, loss of income or revenue, loss of data, damage to equipment, software or any other property howsoever arising and howsoever caused) incurred by any user in connection with the access to, use of, or reliance upon our Website, or any websites linked to it, or any information, materials or content posted on our Website or any website linked to it, or arising from any inability to use it.

- 1.13 We reserve the right to amend or modify, and to suspend or withdraw access to, all or part of our website without notice. We will not be liable in connection with any such amendment or modification or if our website is unavailable at any time.
- 1.14 The exclusions set out in these Terms of Use do not affect our liability for death or personal injury arising from our or any of our employees negligence, or for liability for fraud or fraudulent misrepresentation or for any other liability which cannot be excluded or limited by applicable law.
- 1.15 You may read the contents of our website and print extracts of any content from our website for your personal use only. Any other use and copying of the content of our website is not permitted. You must not use our website or any information or materials on it in any way which is unlawful or which damages or which is likely to damage our reputation or which causes us or is likely to cause us loss, damage or liability.
- 1.16 We will not be liable for any loss or damage or expense of any kind caused by any viruses, or malicious code which may infect your computer equipment or software due to your using our Website or downloading any information or materials posted on it.
- 1.17 We may provide links to other third party websites on our website. Such third party websites are not under our control and we do not accept responsibility for, or any liability in connection with your use of them and nor does their inclusion on our website imply our endorsement of their content.
- 1.18 Our aim is to offer all our clients an efficient and effective service at all times. Should there be any aspect of our service with which you are unhappy, then please contact us and request a copy of our Complaints policy and procedure. If we are unable to resolve your complaint you may wish to contact the Office of the Legal Services Ombudsman for England & Wales (Legal Ombudsman). Their telephone number is 0300 555 0333, or they can be contacted by email at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) or by post at PO Box 6806, Wolverhampton, WV1 9WJ. Please note that not all clients are entitled to have their complaint considered by the Legal Ombudsman as the service is only available to members of the public, very small businesses, charities, clubs and trusts.
- 1.19 If we are unable to resolve your complaint about any service we have provided, and your complaint relates to a contract or agreement which was entered into online or by email, then you may be able to use the EU "ODR platform" for resolving that complaint. The platform and further information can be found at <http://ec.europa.eu/odr>
- 1.20 We reserve the right to amend or modify the contents of our Terms of Use. If any provision of our Terms of Use becomes invalid or unenforceable, it shall be deemed varied to the extent necessary to make it valid and enforceable. If such variation is not possible, the offending provision or such part of it as is necessary, shall be deemed deleted.
- 1.21 These Terms of Use and your use of our website shall be governed by and construed in accordance with the laws of England and Wales and shall be subject to the exclusive jurisdiction of the English Courts.