

## TRACE INVESTIGATIONS | Terms & Conditions

### **The Service We Provide**

We will investigate the physical whereabouts of the person or entity sought utilising our investigative methods, time and knowledge.

### **Guarantees**

We offer no guarantee of a successful trace but will exhaust all investigate options to follow every line of enquiry and every tool at our disposal.

### **Timescales**

Timescales vary from case to case and with additional factors such as how much information can be provided to enable us to perform a trace investigation. Our dedicated tracing agents will be able to advise upon completion of our online tracing form or initial contact by email or phone.

### **Fees**

We do not take upfront fees for trace investigations, prices vary on a case by case basis. Our tracing agents will be able to advise further on prices upon enquiry and scope of the investigation. The fees cover the cost of our time, expertise, resources and in other cases investigative costs such as mileage.

### **Cancellation Policy**

No cancellation is possible in exchange for return of fees.

### **Duty of Care**

By accepting our terms and conditions you provide us a declaration that no stalking, harrasment, threats, abuse or any other inappropriate behaviour will be directed towards the subject of any trace investigation. If during our investigation any information comes to light that suggests, in our judgement, that any of the aforementioned declaration points are likely to occur then we will not disclose any information on the subject of investigation.

### **Information Provided**

We strive to provide a full and thorough investigation for each and every case however certain information will only be disclosed at our discretion and may be withheld.

### **Legal Obligations**

We operate fully within the limits of the law in each jurisdiction that we operate. We will not perform any illegal act during our investigations or support any illegal requests.