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LEGAL

Terms of Service and Engagement

Version 3.0 · Last updated 22 October 2026

These Terms explain how Lawyerly works, the legal support we provide, and the basis on which your business uses our services. They form the legal agreement between Lawyerly Ltd and the business that signs up for or purchases our services, and they are also our engagement letter to you.

By ticking the acceptance box when you sign up, you agree to be bound by these Terms together with the Policies referred to in them. If someone accepts these Terms on behalf of a business, they confirm that they are authorised to bind that business to them.

01 The short version

These are the points clients most often ask about. The full Terms follow and explain each of them.

We are a law firm. Lawyerly Ltd is authorised and regulated by the Solicitors Regulation Authority, SRA number 8010987.

These Terms are our agreement with you and our engagement letter. Everything you ask us to do is opened as a Matter in the Client Hub, or set out in the proposal if it is fixed fee work.

We act for your business. We do not act for its directors, shareholders, founders or staff personally unless we agree that separately.

A Subscription Plan runs for 12 months and renews automatically unless you tell us at least 30 days before the renewal date that you do not want it to. What each plan includes is set out in the [Plan Schedule](#), which forms part of these Terms.

Each Subscription Plan is designed for a business at a particular stage of growth and gives your business ongoing access to our solicitors. Guidance is unlimited on every plan. Formal work, such as drafting a document or acting for you with the other side, is an Instruction. Nothing is used until you approve it, and the Plan Schedule sets out the allowance for your plan. [What is an Instruction?](#) explains how this works.

Your Subscription Fee rises by 5 per cent at each renewal. We tell you the new fee in the renewal reminder.

Anything outside your plan is quoted as a fixed fee in writing before we start. Costs payable to others, such as registry fees, searches or a barrister, are extra, and we inform you before we incur them.

We do not hold client money. We invoice before we take payment, and we never accept cash.

You have the right to complain, and if you are eligible you can take your complaint to the Legal Ombudsman.

Our liability to you is limited to £3,000,000 for any one Matter, which matches our professional indemnity insurance.

These Terms are governed by the law of England and Wales.

02 Who we are and how we are regulated

○ 2.1

Who we are

We are Lawyerly Ltd, a company registered in England and Wales with company number 15697410. Our registered office is 3rd Floor, 45 Albemarle Street, London W1S 4JL. Our VAT registration number is 474138972. We trade as Lawyerly. If you first engaged us when we

traded as Lawyerlink, the company providing the services has not changed, and these Terms apply to your engagement from your first renewal date after they were published, as described under "Changes to these Terms".

○ 2.2

How we are regulated

Lawyerly Ltd is authorised and regulated by the Solicitors Regulation Authority (the SRA) as a licensed body. Our SRA number is 8010987.

○ 2.3

What our regulation means for you

Being regulated by the SRA means that we are bound by its professional rules, that we must hold professional indemnity insurance, that you have the right to complain to us and, if you are eligible, to the Legal Ombudsman, and that you can report a concern about our conduct to the SRA. The SRA Compensation Fund may also provide protection if a regulated firm is dishonest or fails to account for money it owes a client. You can find out more at www.sra.org.uk/consumers.

○ 2.4

Who we act for

We act for the Client, meaning the business that has signed up with us. We do not act for its directors, shareholders, founders, employees or investors in their personal capacity by reason only of their connection with the business, even where we deal with them day to day. If one of them needs their own legal advice, for example on a shareholders' agreement or a director's service agreement, we will tell you, and they will need to instruct their own adviser.

If your business has not yet been incorporated or formed when you instruct us, we treat the services as provided to the individual who engages us until the business is formed and accepted by us as the Client. That individual remains responsible for all Fees, directions and liabilities arising before that point, unless we agree otherwise in writing. If you instruct us otherwise than for the purposes of a business, the [Cancellation and Refund Policy](#) explains your statutory rights.

○ 2.5

Companies in your group

We may agree to act for a company in your group, meaning a holding company or a subsidiary of the Client as defined in section 1159 of the Companies Act 2006. Where we do, and that company has not signed up with us separately, you confirm that it has been given a copy of these Terms and that by asking us to act for it, it agrees to be bound by them.

Instructions for a company in your group use your Instruction Allowance, and you remain responsible for our Fees for it. Nothing in this section makes that company our client for any other purpose, and we may decline to act for it, in particular where acting would create a conflict of interest.

○ 2.6

Financial services

We are not authorised by the Financial Conduct Authority and we do not carry on any regulated financial services activity. If a Matter needs advice of that kind, we will tell you, and you will need to instruct a firm that is authorised to give it.

03 How these Terms work as your engagement

Law firms usually send a client care letter at the start of each piece of work. Because we work with you on a subscription, or on a fixed fee you have already seen in a proposal, these Terms serve that purpose instead and apply to every Matter we work on for you.

○ 3.1

What makes up your engagement

Your engagement for each Matter is made up of these Terms together with one of the following:

On a Subscription Plan, the Matter Confirmation. When a Matter is opened in the Client Hub, we confirm what we will do, the solicitor responsible for it, what we need from you, our expected timing, and whether the work is Guidance or an Instruction. Where it is an Instruction, we tell you how many you have left, and nothing is used until you approve it.

On a Fixed Fee Service, the Fixed Fee Proposal. The proposal sets out the scope, assumptions, exclusions, fee, timing and payment terms for that Matter. Your acceptance of the proposal is your authority for us to start.

If a Matter Confirmation or Fixed Fee Proposal says something different from these Terms about scope, fee, timing or payment for that Matter, the Matter Confirmation or Fixed Fee Proposal applies to that Matter. On everything else, these Terms apply.

○ 3.2

Who is responsible for your work

Every Matter has a named solicitor responsible for it, shown in the Client Hub. Other members of our team may work on your Matter under that solicitor's supervision. Our Legal Service Director has overall responsibility for the legal work we do. If the solicitor responsible for your Matter changes, we will tell you.

○ 3.3

Who speaks for your business

The person who signs up on behalf of the business is the Key Representative. They confirm that they are authorised to bind the business to these Terms, and we may act on what they ask us to do, and on what anyone else they authorise in the Client Hub asks us to do, without checking with anyone else in the business. Please tell us promptly if the Key Representative changes.

○ 3.4

The documents that make up our agreement

By accepting these Terms you also accept the [Plan Schedule](#) and our Policies: the [Privacy Notice](#), the [Complaints Policy](#), the [Cancellation and Refund Policy](#) and the [Cookies Policy](#). The [Plan Schedule](#) forms part of these Terms and describes what your Subscription Plan includes. If these documents say different things, they apply in this order: the Matter Confirmation or Fixed Fee Proposal, on scope, fee, timing and payment for that Matter; the Plan Schedule, on what a plan includes and on how lease work runs; the [Cancellation and Refund Policy](#), where it gives you a right to cancel or to a refund; then these Terms; then the other Policies. If you do not agree to these Terms, the [Plan Schedule](#) and the Policies, please do not sign up.

04 How we work with you

Lawyerly gives your business practical legal support through Subscription Plans or Fixed Fee Services. Our service is designed to help businesses deal with legal and compliance issues earlier, more clearly, and with greater confidence.

○ 4.1

Getting started

Before we begin work, you will need to complete our onboarding process. This includes setting up your profile on the Client Hub, confirming who we are acting for, and completing the identity and related checks that the law requires of every law firm (see 'Identity, ownership and source of funds').

You must provide accurate, complete, and up-to-date information for these purposes. We may delay the start of work until onboarding and compliance checks have been completed, and may decline to start work, pause work, or stop acting if they cannot be completed properly.

If you sign up and our checks cannot be completed, we will refund what you have paid.

○ 4.2

The Client Hub and communication

Our services are mainly delivered through the Client Hub. This is the main place from which you will usually communicate with us, share documents, receive updates, access drafts and completed work, manage Matters, and review certain invoices or payment requests.

Where appropriate, we may also communicate by email, phone, video call, or other agreed channels. Even so, we may require documents, approvals or directions to be provided or confirmed through the Client Hub where that is the most practical way to manage the service.

Please note that email is not a secure medium, and we are not responsible for loss or damage caused by its use, provided we have taken reasonable security measures.

If you need us to communicate with you or deliver our services in a different way, for example because of a disability, please tell us and we will do what we reasonably can.

○ 4.3

What we need from you

To help us work effectively, you must tell us clearly what you need, and provide relevant documents and accurate, complete and up-to-date information. You must also ensure that only authorised people use your account or access the Client Hub on your behalf, and that login details are kept secure.

You should respond to reasonable questions, review drafts promptly where needed, make decisions in a timely way, and tell us promptly about any change to your business, ownership, contact details, or key representative that may affect the service.

Unless we expressly agree otherwise in writing, we are entitled to rely on the information, documents and directions you give us without independently verifying them.

○ 4.4

How we manage Instructions and timelines

We manage Instructions in a practical and commercially sensible way, taking account of urgency, complexity, business impact, timing requirements, available information, and reasonable capacity.

Instructions are usually progressed sequentially, but where appropriate, we may prioritise

urgent or time-sensitive work and progress Instructions in parallel.

We aim to respond and move work forward within reasonable timeframes, but turnaround will always depend on the circumstances of the Instruction. As a general guide, we usually acknowledge messages within 24 to 48 hours, and usually provide substantive work within 7 to 14 days, depending on complexity.

These timeframes are indicative only and are not guaranteed deadlines. If an Instruction is urgent, you should make that clear when you ask us so we can decide how best to prioritise it within our service model.

○ 4.5

When an Instruction is finished

The [Plan Schedule](#) sets out what one Instruction covers and when it is finished.

We may treat a Matter as complete if we are waiting for directions, information, documents or confirmation from you and do not receive them within a reasonable time. If the work later resumes, it stays the same Instruction.

05 Your Subscription Plan

Your Subscription Plan gives your business ongoing access to our solicitors and to the Included Services for its stage of growth. Formal work is subject to your Instruction Allowance and to the other limits in these Terms.

○ 5.1

The Plan Schedule

The Included Services, the differences between the plans, your Instruction Allowance, what one Instruction covers and what is not included are set out in the [Plan Schedule](#). The [Plan Schedule](#) forms part of these Terms.

If the Plan Schedule says something different from these Terms about what your plan includes, or about how work runs, the Plan Schedule applies, as set out under "The documents that make up our agreement". On everything else, these Terms apply.

○ 5.2

Changes to the Plan Schedule

The [Plan Schedule](#) that applied when your Subscription Term began applies for the whole of that term. We may change it from time to time, and a change takes effect for you at your next renewal date. Where a change would reduce what your plan includes, we will give you at least 30 days' written notice before the renewal date, and if you do not accept it you may give notice under 'Renewal' that your Subscription Plan will not renew. You may give that notice within 14 days of our notice, even if the 30 day deadline under 'Renewal' has passed. Where a change is needed to comply with law or regulation, it takes effect when we notify you.

This does not prevent you from moving to a higher plan during your Subscription Term. Where you do, the [Plan Schedule](#) in force on the date of the change applies to your new plan.

○ 5.3

Work that is not an Included Service

Anything that is not an Included Service is not covered by your Subscription Fee. Where the work is something we are able to do, we will agree the scope with you and quote a fixed fee in writing before any work begins, with your plan fixed fee discount applied. We are not

obliged to take on work that is not an Included Service. Where we cannot help, we will say so and, where we can, point you to a specialist and help with the handover.

○ 5.4

The Subscription Term

The Subscription Term is 12 months from the date checkout is completed for that plan, unless we agree a different term with you in writing.

All work we carry out under a Subscription Plan is subject to these Terms.

○ 5.5

What your Subscription Fee covers

Work is covered by your Subscription Fee if it is an Included Service available on your Subscription Plan as set out in the [Plan Schedule](#), and it is either Guidance, or an Instruction within your Instruction Allowance.

Where a Matter is not covered by your Subscription Fee, we may offer to carry it out as a Fixed Fee Service, quoted and agreed with you in writing before it begins, or refer you to an external specialist and help with the handover. Any such work is charged separately and does not form part of your Subscription Plan.

○ 5.6

Choosing the right plan

Each Subscription Plan is designed for a business at a particular stage of growth, as described in the Plan Schedule. We recommend a plan in discussion with you, based on what you tell us about your business, its stage and size, and the legal support it is likely to need. The descriptions and turnover bands in the Plan Schedule are a guide rather than a condition of the plan.

Your Subscription Plan is the plan you selected at checkout or, where we sent you a proposal, the plan set out in the proposal you accepted. Before each renewal we review with you whether your plan still suits the stage your business has reached.

Where the information you gave us about your business was materially incorrect and led to a lower Subscription Fee than the plan that should have applied, we may move you to the plan that should have applied and charge you the difference from the date it should have applied. We will talk to you before we do any of this.

○ 5.7

Your Instruction Allowance

Your Instruction Allowance is the number of Instructions included in your Subscription Plan in each Subscription Term, as set out in the [Plan Schedule](#). It is set for each plan at a level suited to a business at that stage, so that the service stays fair and sustainable for every client. The Plan Schedule sets out how Instructions work.

An Instruction is used when you approve it in the Client Hub and counts towards the Subscription Term in which you approve it. Unused Instructions do not roll over and are not refunded.

When you have used your Instruction Allowance, Guidance continues and further formal work is available as a Fixed Fee Service with your plan's fixed fee discount applied. Where your Subscription Plan ends, we stop work as described under "What happens when the service ends", unless we agree otherwise in writing.

- 5.8

Moving to a different plan

You do not have to wait until renewal to move to a higher Subscription Plan. If your business moves into a new stage, or you are approaching your Instruction Allowance, speak to us. We will look at what you have used and what you expect to need for the rest of your Subscription Term, and where fixed fee work would serve you better than a higher plan we will say so.

If you decide to upgrade, you choose one of two routes.

Keep your current Subscription Term. Your renewal date does not change. Your Instruction Allowance increases by the difference between the two plans' allowances, pro-rated for the whole months left in your Subscription Term and rounded up. If you pay annually, we invoice the difference between the two plans for those months. If you pay monthly, your new Subscription Fee applies from your next payment date.

Start a new Subscription Term. It runs for 12 months from the date of the upgrade, and you begin again with the full Instruction Allowance for your new plan, less any Instructions you have already approved in the Subscription Term that is ending. We charge the fee for your new plan from the date of the upgrade and credit the unused part of any fee you have already paid.

We confirm your new Instruction Allowance and what you will pay in writing before the change takes effect. Your new plan applies to Instructions you approve on or after the date of the upgrade, and your new fixed fee discount to Fixed Fee Services we quote on or after that date. Work already under way continues under your previous plan and is not counted again. The money-back guarantee described in the [Cancellation and Refund Policy](#) applies to the start of your first Subscription Plan and does not begin again on an upgrade.

- 5.9

Fixed fee discount

If we agree a Fixed Fee Service for you while your Subscription Plan is active, we will apply your plan's fixed fee discount to our published fixed fees. Your discount is shown in your plan details at checkout or confirmed to you in writing.

This applies to any Fixed Fee Service, including work outside the Included Services and work beyond your Instruction Allowance.

The discount does not apply to Third-Party Costs. Where we quote for a project on a bespoke basis rather than at a published fixed fee, we will tell you whether your discount applies before you accept the quote.

- 5.10

Unlimited Guidance

Guidance is unlimited on every plan and does not use an Instruction.

Guidance is for your business's own legal needs. It does not include advice for another business or person, or use that amounts to reselling our services.

- 5.11

Renewal

Subscription Plans renew automatically for a further Subscription Term at the end of the current one, unless cancelled in accordance with these Terms and the [Cancellation and Refund Policy](#).

If you do not want your Subscription Plan to renew, you must give us written notice at least 30 days before the renewal date by email to support@lawyerly.co.

We will aim to remind you at least 30 days before the renewal date, and the reminder states the Subscription Fee that will apply on renewal, but it remains your responsibility to give notice in time. A failure to send a reminder does not affect the renewal.

On renewal, your Subscription Fee is the fee in force at the renewal date, notified to you as described under "Changes to your Subscription Fee".

- 5.12

Changes to your Subscription Fee

Your Subscription Fee increases by 5 per cent on each renewal date, unless we agree a different figure with you in writing. That increase applies automatically under these Terms and we do not give you separate notice of it.

Where we intend to increase your Subscription Fee by more than 5 per cent, we will give you at least 30 days' written notice before the renewal date. If you do not accept the increase, you may give notice under 'Renewal' that your Subscription Plan will not renew. You may give that notice within 14 days of our notice, even if the 30 day deadline under 'Renewal' has passed.

On renewal, your Subscription Fee is the fee in force at the renewal date, as increased under this section.

06 How Fixed Fee Services work

This section explains how our Fixed Fee Services work, how the scope is agreed, when work starts, how payment works, and what happens if the Matter changes.

- 6.1

The Fixed Fee Proposal

A Fixed Fee Service is a specific piece of legal work that we agree to carry out for a fixed fee. Each Fixed Fee Service applies only to the Matter, scope, assumptions, exclusions and delivery terms set out in the Fixed Fee Proposal for that Matter, and the Fixed Fee Proposal is your engagement letter for that Matter, read with these Terms.

A Fixed Fee Service does not create an ongoing subscription or open-ended access to legal support. It applies only to the specific Matter we have agreed to carry out for the fixed fee.

- 6.2

Confirming scope

Before we begin a Fixed Fee Service, we will confirm the scope of the relevant Matter. That scope may include assumptions, exclusions, limits on deliverables, and any specific timing or payment terms we set out in writing.

Only the work expressly included in the agreed scope forms part of the Fixed Fee Service. Any work outside that scope is excluded unless we confirm otherwise in writing.

- 6.3

When we start work

Once the scope has been confirmed, we will issue an invoice for the agreed Fixed Fee Service. We do not begin substantive legal work on a Fixed Fee Service until the relevant invoice has been paid in full, and any required onboarding and compliance checks have

been completed and cleared successfully.

○ 6.4

Paying for a Fixed Fee Service

Once a Fixed Fee invoice has been issued, you may pay it automatically using the payment card held on record through Stripe, through a payment link, or by EFT or bank transfer.

When you choose automatic payment using the card held on record, you authorise payment to be taken for the relevant invoice in accordance with the agreed payment method and any related payment set-up completed through Stripe.

○ 6.5

Changes to scope

If the scope of a Matter changes, or the work becomes materially more involved, urgent, document-heavy, or negotiation-heavy than originally described, we will discuss this with you before doing additional work and confirm any revised scope, fee, timeline, or next steps.

We may confirm that the work remains within scope, needs a revised fee or separate scope, should move to a different service arrangement, or falls outside our service.

We may pause work while a revised arrangement is agreed. We are not required to carry out work outside the agreed fixed-fee scope unless that revised arrangement has been confirmed in writing.

○ 6.6

If you ask us to stop work

You may ask us to stop work on a Fixed Fee Service at any time, but this does not automatically cancel any liability for fees already incurred or agreed.

If you ask us to stop work after a Fixed Fee Service has been agreed or started, we may retain or charge fees for work already completed, time already committed, documents already prepared or substantially prepared, any external costs or third-party costs incurred, and any non-refundable elements of the agreed fixed fee, where clearly stated in the relevant Fixed Fee Proposal or scope confirmation.

Any refund, credit, or reduction will be dealt with in accordance with these Terms, the relevant Fixed Fee Proposal, and our [Cancellation and Refund Policy](#), where applicable.

○ 6.7

No automatic renewal

Fixed Fee Services do not renew automatically. Once the agreed scope is complete, the Fixed Fee Service ends unless we agree to further work with you separately.

07 Fees and payment

This section explains how our Fees are charged, how payment works, and what happens if payment is late or unsuccessful.

○ 7.1

Our Fees and VAT

Our Fees are the Subscription Fees, fixed fees and any additional fees we agree with you.

You must pay the Fees that apply to the services you have purchased.

Unless we indicate otherwise, our published Subscription Fees and fixed fees are stated exclusive of VAT, which is added at the applicable rate, currently 20 per cent.

○ 7.2

Third-Party Costs

Our Fees do not include Third-Party Costs, which are amounts payable to others in connection with a Matter, such as registry and filing fees, property search fees, stamp duty land tax, barristers' fees, expert fees and courier charges. Law firms often call these disbursements. You pay Third-Party Costs in addition to our Fees, and your fixed fee discount does not apply to them.

We tell you what a Third-Party Cost is likely to be before we incur it. Where we can, we ask you to pay the third party directly, for example stamp duty land tax to HM Revenue and Customs or a barrister's fee under their own terms. Where we pay a cost for you, such as a Companies House, HM Land Registry or trade mark filing fee, we recharge it to you at cost on our next invoice.

○ 7.3

How payment works

Subscription Plans are paid automatically through Stripe using the payment card held on record at checkout or otherwise stored for the relevant Subscription Plan. By signing up for a Subscription Plan, you authorise us to collect the Subscription Fees in accordance with the agreed payment schedule.

Fixed Fee Services are paid against our invoice, by the card held on record, by payment link or by bank transfer, as described under "Paying for a Fixed Fee Service".

○ 7.4

When payment is due

For Subscription Plans, payment is due according to the payment option selected at checkout, whether annual or monthly.

Where a Subscription Plan is paid monthly, this is a monthly payment option for a fixed-term Subscription Plan and does not make the service a month-to-month arrangement.

Where a Subscription Plan is paid monthly, the Subscription Fees for the full Subscription Term remain payable, and the remaining monthly payments continue to fall due, unless we agree otherwise in writing.

For Fixed Fee Services, payment is due in full before substantive work begins. We may keep the Matter on hold until payment is received and any required onboarding or compliance checks are completed.

○ 7.5

Late or failed payments

If a payment fails, is declined, or remains unpaid after it is due, we may pause substantive work until your account is brought up to date. A failed Subscription Plan payment may also be retried in accordance with the payment provider's processes.

For Subscription Plans, if any payment remains unpaid for 30 days or more after its due date, we may suspend the services. That means we may stop progressing an open Matter, decline to begin a new one, and withhold further drafts, advice or work product.

You remain responsible for all Fees properly due, whether or not work has been paused or

suspended, and we are not responsible for delays caused by late or failed payment or by your failure to maintain a valid payment method.

If an invoice is not paid when it is due, we may charge interest on the unpaid amount at 4 per cent a year above the Bank of England base rate from time to time, accruing daily from the due date until payment.

○ 7.6

We do not hold client money

We do not hold client money and we do not operate a client account. We issue an invoice automatically at or before payment is taken, including each monthly instalment and each renewal. We do not accept payments on account of our Fees or of Third-Party Costs. Money due to a third party is paid by you directly, or is paid by us and recharged to you as described under "Third-Party Costs". We do not accept payment in cash.

○ 7.7

Our invoices and your right to challenge them

Each invoice we issue tells you what it covers. If you think an invoice is wrong, tell us as soon as you can and we will look into it. You can also complain about an invoice in the same way as any other complaint (see "If something goes wrong"). You may in addition have the right to ask the court to assess our bill under Part III of the Solicitors Act 1974. Time limits apply to that right, so if you are considering it you should act promptly.

08 Confidentiality, compliance and our responsibility to you

This section covers the checks the law requires us to make before and while we act for you, how we handle your confidential information and personal data, and the limits on our responsibility to you.

○ 8.1

Identity, ownership and source of funds

As a law firm we must comply with the Money Laundering Regulations and related law. Before we start work, and from time to time while we act for you, we verify the identity of your business, the people who own and control it and the people who instruct us, and where relevant we ask about the source of funds and source of wealth for a transaction. We do this through the Client Hub, including an identity check using a photograph of an identity document and a short video or selfie. You agree to give us the information and documents we need promptly, and to tell us if any of it changes. We cannot act, or continue to act, until these checks are complete.

If we are required to make a report to the National Crime Agency, the law may prevent us from telling you that we have done so, and we may have to stop work on your Matter without explanation until we are able to continue. We are not responsible for any loss caused by our complying with these obligations.

○ 8.2

Conflicts of interest

We check for conflicts of interest before we take on each Matter. We may act for other businesses, including businesses that compete with you, provided we can do so without a conflict of interest and while keeping your information confidential. If a conflict of interest arises, or a significant risk of one, we may have to stop acting for you on that Matter, and we will tell you as soon as we are able to.

- 8.3

Confidentiality

We will take reasonable steps to protect the confidentiality of your confidential information.

We may disclose your information where reasonably necessary to provide the services, including to third parties we engage on your Matter and to the technology providers who host our systems and act only as we direct; to comply with the law, including the checks described under 'Identity, ownership and source of funds'; where required by a court order or regulatory authority; to the SRA, the Legal Ombudsman and the external compliance advisers who audit our files; to our professional indemnity insurers and their advisers where there is a concern about the service we have provided; where you ask us to make a referral or introduction; or where otherwise permitted under these Terms or our Policies.

Information will not be treated as confidential if it is already public, except through our breach.

- 8.4

Privacy and data protection

We are committed to handling personal data in accordance with applicable data protection law.

We are the controller of the personal data we process in providing our services. Our [Privacy Notice](#) explains what we collect, why, who we share it with, including the service providers listed at www.lawyerly.co/processors, any transfers outside the UK and the safeguards in place, and how long we keep it. Please read it, particularly if you give us personal data about your customers, staff, contractors or other individuals. Where you do, you are responsible for being entitled to share it with us.

- 8.5

Our use of AI tools

We use AI tools in the course of delivering our services, including for tasks such as research, drafting, summarising, document review, and operational support. Our solicitors remain responsible for the legal advice and work product we provide to you.

The AI providers we use are listed at www.lawyerly.co/processors and in our [Privacy Notice](#).

- 8.6

Who may rely on our advice

Our advice is given to you alone and for the purpose of the Matter on which you have instructed us. We do not accept or assume responsibility to anyone else. You must not share our advice with anyone else, or allow anyone else to rely on it, without our written consent. Sharing our advice with third parties may also cause it to lose legal privilege, so please speak to us first.

- 8.7

Ownership and use of documents

We retain ownership of our pre-existing materials, systems, templates, precedents, drafting methods, workflows, automation tools, and general legal know-how.

Documents we prepare for you are intended for your business's use in connection with the purpose for which they were prepared. Unless we agree otherwise in writing, they must not be resold or distributed for unrelated third-party use without our prior written consent.

- 8.8

Reliance on your information and directions

We rely on the information, documents, background and directions you give us. Unless we expressly agree otherwise in writing, we are entitled to assume that they are accurate, complete, and not misleading, and that the people dealing with us on behalf of the Client are authorised to do so.

We are not responsible for losses arising from inaccurate, incomplete, misleading, or late information or directions provided by you.

- 8.9

Limits on our liability

We hold professional indemnity insurance with a limit of indemnity of £3,000,000 for any one claim, excluding defence costs, arranged through Alchemy Underwriting Limited on behalf of certain underwriters at Lloyd's, Carbon Syndicate 4747. Further details of the insurer and of the territorial coverage of the policy, which is worldwide, are available on request from support@lawyerly.co.

To the fullest extent permitted by law, our total liability to you arising out of or in connection with any one Matter, or any series of connected Matters arising from the same originating cause, whether in contract, tort (including negligence), breach of statutory duty or otherwise, shall not exceed £3,000,000.

This limit reflects our professional indemnity insurance and applies to each claim or series of connected claims. It will never be lower than the minimum level of cover required of us by the SRA. It applies in aggregate to everyone who may claim in connection with the same Matter or originating cause.

To the fullest extent permitted by law, we are not liable for any indirect, consequential, special, or incidental loss, or for any loss of profit, revenue, business opportunity, goodwill, anticipated savings, or data.

We are also not liable for losses arising from the acts or omissions of third parties, including external advisers, experts, filing bodies, payment providers, or other service providers, or for delay or failure caused by events outside our reasonable control. Events outside our reasonable control may include failures of third-party systems, internet or platform outages, supplier failures, strikes, public health events, or government action.

We are not liable for losses arising from your failure to obtain separate specialist advice where we have told you that such advice is needed, or from inaccurate, incomplete, misleading, or late information or directions provided by you.

We are not liable for any loss arising from our complying with our legal and regulatory duties, including any delay or disclosure arising from anti-money laundering or financial crime obligations.

Where another adviser is also responsible for the same loss, our liability to you is reduced to the share that is just and equitable having regard to their responsibility. That share is assessed on the basis that they contracted with you on broadly the same terms as we have, did not limit their liability to you, and are able to pay their share in full.

Our services are provided by Lawyerly Ltd. Our directors, employees, consultants and other members of our team do not assume personal responsibility to you for work carried out under these Terms, and you agree to bring any claim in connection with our services against Lawyerly Ltd rather than against any individual. This does not affect any liability that cannot lawfully be excluded, or any solicitor's own professional obligations.

We are also not liable for claims brought in or under the laws of the United States of America or Canada.

Nothing in these Terms limits or excludes liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, or any other liability that cannot lawfully be excluded or limited.

09 Ending the service

This section explains how the services may come to an end, when we may pause or stop acting, and what happens when the service ends.

○ 9.1

Ending by you

You may end the services, or a particular part of them, in accordance with these Terms and our [Cancellation and Refund Policy](#).

To stop a Subscription Plan renewing, give us notice as described under 'Renewal'. Your plan then continues to the end of the current Subscription Term and does not renew.

If you ask us to stop work on a Fixed Fee Service, we deal with that as described under 'If you ask us to stop work'.

○ 9.2

Ending or pausing by us

We may pause or end the services immediately, or on reasonable notice, if you fail to complete the checks the law requires, fail to provide information, documents, directions or approvals we reasonably need, materially breach these Terms, provide false, misleading or materially incomplete information, fail to pay Fees when due, become insolvent, or if continuing to act would put us in breach of our legal, professional or regulatory duties, including where a conflict of interest arises.

We may also pause or stop acting if a Matter falls outside our permitted scope and no suitable alternative arrangement can be agreed, if the working relationship becomes abusive or inappropriate, or if we are required to do so by law.

We are not responsible for any delays caused by such a pause.

○ 9.3

What happens when the service ends

When the services end, whether by expiry, cancellation, break, termination, or completion of a Matter, we will stop substantive work on the affected Matter unless otherwise agreed in writing. Your right to receive further services under the relevant arrangement will end, and any Fees already properly due will remain payable.

We may close Matters administratively where appropriate. We may also restrict access to live Client Hub features once the service has ended, although we may allow limited access to billing information, completed work, historic documents, or other records for a reasonable period.

We are not obliged to keep the Client Hub available indefinitely after the service ends.

○ 9.4

After the service ends

If we are aware of an urgent legal issue, key deadline, or immediate practical risk at the

point a Matter is closing, we will take reasonable steps to notify you before closure. However, once the service has ended, we are not responsible for future action unless we have expressly agreed to continue acting.

It remains your responsibility to appoint another adviser if further work is required after the service ends.

We keep your file for seven years after the Matter closes, in line with our regulatory and insurance obligations, and then destroy it securely. During that time we may make final documents and retained records available through the Client Hub or by another reasonable method, subject to any legal or operational limits that apply.

Ending the services does not affect any rights or obligations that are intended to continue after termination or expiry, including payment of outstanding Fees, confidentiality, liability limits, document ownership, file retention, complaints, and governing law.

10 If something goes wrong

If you are unhappy with any part of our service, please tell us so that we can put it right.

○ 10.1

Complaining to us

You have the right to complain to us about our service or about an invoice. Our [Complaints Policy](#) explains how to raise a complaint, who will deal with it, how we investigate it and the timescales we follow. We aim to resolve every complaint within eight weeks of receiving it.

The [Complaints Policy](#) should be read together with these Terms.

○ 10.2

The Legal Ombudsman

If you are not satisfied with our final response, or eight weeks have passed since you complained to us, you may be able to take your complaint to the Legal Ombudsman. The Legal Ombudsman can consider complaints from individuals and from small businesses, meaning a business with fewer than ten employees and an annual turnover or balance sheet total of no more than 2 million euros, as well as from small charities, clubs and trusts. Who is eligible is set out in full in our [Complaints Policy](#). A complaint should normally be made within six months of our final response, and within one year of the act or omission you are complaining about, or of when you should reasonably have known there was cause for complaint.

You can contact the Legal Ombudsman at PO Box 6167, Slough, SL1 0EH, by telephone on 0300 555 0333, by email at enquiries@legalombudsman.org.uk, or at www.legalombudsman.org.uk.

○ 10.3

The Solicitors Regulation Authority

The Legal Ombudsman deals with poor service. If your concern is about our conduct, for example dishonesty or treating you unfairly, you can report it to the SRA at www.sra.org.uk/consumers/problems.

11 Third parties and referrals

11.1

Referring you to other advisers

Where appropriate, we may refer you to, introduce you to, or suggest external advisers or service providers, such as barristers, litigation solicitors, patent attorneys, accountants, tax advisers or other specialists.

When we refer you to an external specialist, we can help with a structured handover to ensure the transition is as smooth and informed as possible.

11.2

Third parties we engage for you

Where we engage a barrister, expert, agent, property firm or other third party in connection with your Matter, we do so as your agent. You contract with them directly and on their terms, and you are responsible for their fees. We take reasonable care in selecting and engaging them, and provided we do so we are not responsible for the services they provide.

11.3

Our responsibility for third parties

You are free to decide whether to engage any third party. Unless we expressly agree otherwise in writing, we are not responsible for the services, advice, costs, or conduct of any third-party adviser or provider.

11.4

Referral fees and our interests

We will tell you in writing if we have any financial or other interest in referring you to a third party. Some of our clients are introduced to us by brokers, advisers or other clients, and we pay a referral fee for some of those introductions. Where you were introduced to us in that way, we tell you before you sign up who introduced you and what they receive. A referral fee never increases the cost to you.

12 Changes to these Terms and other legal terms

12.1

Changes to these Terms

We may update these Terms from time to time where reasonably necessary, including to reflect changes to our services, pricing structure, legal or regulatory requirements, systems, or operating model.

Where a change is needed to comply with law or regulation, it takes effect when we notify you. Any other change takes effect from your next renewal date, and we will give you at least 30 days' notice of it in writing. If you do not accept a change, you may give notice under "Renewal" that your Subscription Plan will not renew, and you may give that notice within 14 days of our notice even if the 30 day deadline under "Renewal" has passed. The same applies to any change to the Cancellation and Refund Policy or the Complaints Policy that would reduce your rights. Fixed Fee Services are governed by the Terms in force when the Fixed Fee Proposal is accepted.

12.2

Other legal terms

We may assign, transfer, subcontract, or otherwise deal with our rights and obligations under these Terms as part of operating and developing the service, provided that doing so does not materially reduce the service protections available to you.

You may not assign, transfer, subcontract, or otherwise deal with your rights or obligations under these Terms without our prior written consent.

A person who is not a party to these Terms has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any of them, except that our directors, employees and consultants may rely on the paragraph under "Limits on our liability" that says claims are to be brought against Lawyerly Ltd rather than against individuals.

If any provision of these Terms is found to be invalid, unlawful, or unenforceable, the rest of the Terms will continue in full force and effect, and the affected provision will be treated as modified to the minimum extent necessary to make it valid and enforceable where possible.

If either party delays or does not enforce a right under these Terms, that does not mean that right has been waived.

These Terms, the Policies and the Matter Confirmation or Fixed Fee Proposal for each Matter are the whole agreement between us about the services, and replace any earlier terms or discussions.

12.3

Governing law

These Terms and any dispute or claim arising out of or in connection with them, their subject matter, or their formation are governed by the laws of England and Wales.

The courts of England and Wales will have exclusive jurisdiction, unless the law requires otherwise.

13 Words with a particular meaning

In these Terms, the following words have the meanings given. They are written with capital letters wherever they are used.

- 13.1

Business Entity

The business registered with us for the services. This may be a sole trader, partnership, limited company, LLP, or another business vehicle accepted by us. Where the business is not yet formed, see 'Who we act for'.

- 13.2

Client

The Business Entity to which we provide the services under these Terms.

- 13.3

Client Hub

Our online client portal and matter-management platform through which the Client signs up for services, uploads documents, communicates with us, receives updates, accesses documents, manages Matters, and completes certain payment and onboarding steps.

- 13.4

Fees

The amounts payable to us for the services: Subscription Fees, fixed fees and any additional fees we agree with you. Third-Party Costs are payable in addition and are not Fees.

- 13.5

Fixed Fee Proposal

The written proposal, quote, scope confirmation, statement of work, email confirmation, or other written record in which we set out the scope, assumptions, exclusions, fee, timing, payment terms, and any service-specific cancellation, refund, staged payment, or non-refundable terms for a Fixed Fee Service.

- 13.6

Fixed Fee Services

A specific Matter or piece of legal work that we agree to carry out for a fixed fee, as set out in the relevant Fixed Fee Proposal. References to Fixed Fee Services include one or more such pieces of work.

- 13.7

Guidance

Advice and support that does not use an Instruction, as described in the [Plan Schedule](#). Guidance is unlimited on every plan.

- 13.8

Included Services

The legal services described in the [Plan Schedule](#), subject to the Subscription Plan you are on and to the limits set out in these Terms.

- 13.9

Instruction

One piece of formal work that you approve in the Client Hub, as described in the [Plan Schedule](#). Each Instruction uses one of your Instruction Allowance.

- 13.10

Instruction Allowance

The number of Instructions included in your Subscription Plan in each Subscription Term, as set out in the [Plan Schedule](#).

○ 13.11

Key Representative

The individual who signs up for the services on behalf of the Client, accepts these Terms, completes the required identity verification and onboarding steps, and acts as the primary contact for compliance and account set-up purposes, unless we agree otherwise.

○ 13.12

Lawyerly Ltd, Lawyerly, we, us, our

Lawyerly Ltd, company number 15697410, whose details are set out under "Who we are and how we are regulated".

○ 13.13

Matter

The file opened in the Client Hub, by you or by us, for each thing you ask us to do. Opening a Matter does not by itself use an Instruction.

○ 13.14

Matter Confirmation

The confirmation we give you in the Client Hub when a Matter is opened under a Subscription Plan, which says whether the work is Guidance or an Instruction, as described under "How these Terms work as your engagement".

○ 13.15

Plan Schedule

The schedule published at [lawyerly.co/plan-schedule](https://www.lawyerly.co/plan-schedule) describing our Subscription Plans, the Included Services, the Instruction Allowance for each plan, and what is not included. It forms part of these Terms.

○ 13.16

Policies

Our [Privacy Notice](#), [Complaints Policy](#), [Cancellation and Refund Policy](#) and [Cookies Policy](#), each as published on our website and updated from time to time.

○ 13.17

Services

The legal services we provide under these Terms, including Subscription Plans and Fixed Fee Services.

○ 13.18

Subscription Plan

One of our ongoing subscription service plans under which the Client receives legal services for the agreed Subscription Term.

○ 13.19

Subscription Fees

The fees payable for a Subscription Plan.

- 13.20

Subscription Term

The agreed term of a Subscription Plan, which is 12 months from the date checkout is completed for that plan unless we expressly agree otherwise in writing.

- 13.21

Terms

These Terms of Service and Engagement, as updated from time to time in accordance with their terms.

- 13.22

Third-Party Costs

Amounts payable to third parties in connection with a Matter, such as registry and filing fees, property search fees, stamp duty land tax, barristers' fees, expert fees and courier charges, which are not included in our Fees unless we expressly say so.

- 13.23

You, your

The Client and, where the context requires, the Key Representative or any other person using the services or giving directions on the Client's behalf.

14 Contact us

For any questions about these Terms, please contact us at support@lawyerly.co or on 0203 442 8479. Our office is at 3rd Floor, 45 Albemarle Street, London W1S 4JL.

15 Previous versions

Earlier versions of these Terms are available below with the date on which each was published. Which version applies to you is set out under "Changes to these Terms".

[Lawyerlink Terms of Service, version 1](#), published 1 February 2025

[Lawyerlink Terms of Service and Engagement, version 2](#), published 1 February 2026

[Lawyerly Terms of Service and Engagement, version 2.1](#), published 5 August 2026



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