
JusTriage

Legal Clarity and Guidance

Terms and Conditions for JusTriage

Last updated: 24/09/2025

Important Information - Please Read

JusTriage provides early-stage legal guidance and triage. We are an independent advisory service, not a firm of solicitors, and we are not regulated by the SRA. We do not carry out reserved legal activities (for example, court representations, conducting litigation, conveyancing or probate). Our role is to clarify your options, review documents at a high level and outline steps. If regulated legal advice or representation is needed or desired, we will signpost or refer you to a qualified solicitor.

By engaging and paying for our services, you ("you, the Client") confirm that you have read, understood, and agree to be bound by these Terms & Conditions ("Terms").

1. Definitions

Services: The pre-legal triage and guidance services provided by us, including but not limited to initial assessments, document checks, and the provision of guidance as described on our website or the provided quotation.

Client: The individual or organisation named in the Booking Confirmation who has paid the applicable fee. Where a representative makes the booking, the organisation is the Client and the representative warrants authority.

Booking Confirmation: The written confirmation we send you (by email) after receiving payment, confirming acceptance of your booking and service details.

Guidance: The information, summaries, and suggested next actions provided to you as the output of our Services

Fee: The fee payable by you for the Services, as set out on our Website or in a quote provided to you.

Website: Our website located at (....)

2. The Agreement

2.1 These Terms constitute the entire agreement between you and us for the provision of the Services.

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2.2 A binding contract is formed once you have submitted a request for Services and paid the applicable Fee. Your payment constitutes your acceptance of these Terms.

3. Scope of our Services

3.1 Our services are strictly limited to:

- a) An initial assessment of your situation based on the information you provide
- b) A preliminary review of documents you submit.
- c) The provision of Guidance, which may include a summary of key issues, potential risks, and signposting to appropriate next steps (such as instructing a Solicitor).

3.2 Specific Exclusions - what we don't do:

- a) We do not provide "legal advice".
- b) We do not conduct any "reserved legal activities" (E.g. exercising rights of audience, conducting litigation, reserved instrument activities);
- c) We do not represent you in any legal matter, negotiation, or communication with third parties.
- d) We do not guarantee any particular outcome.

4. No solicitor-Client relationship

4.1 Engagement of our Services does not create a solicitor-client relationship.

4.2 Communications with us are confidential but are not protected by legal professional privilege.

4.3 You acknowledge that our service is a preliminary step designed to provide clarity and potential resolution to your legal issues before formal financial commitment for the instruction of a solicitor.

5. Client Obligations

5.1 You agree to provide us with information that is accurate and complete to the best of your knowledge. We shall not be liable for any incorrect or incomplete Guidance resulting from inaccurate information provided by you.

5.2 You warrant that you have the legal right to share any documents you provide to us for review.

6. Fees and Payment

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6.1 The Fee for our Services shall be as stated on our Website or as otherwise quoted to you in writing.

6.2 All Fees are payable in advance of the Services being rendered.

6.3 We are not a VAT registered company, and VAT is not charged on our Fees.

7. Cancellation and Refunds

7.1 You may cancel your request for Services at any time before we have commenced work, in which case a full refund will be issued.

7.2 If you cancel after we have commenced work on your case, we reserve the right to retain a portion of the Fee proportionate to the work completed.

7.3 Due to the nature of the informational service provided, no refunds will be issued after the final Guidance or Services have been delivered to you.

8. Confidentiality and Data Protection

8.1 We will treat all information you provide as confidential. We will not disclose your information to any third party without your express consent, unless required to do so by law.

8.2 We will handle all personal data in accordance with our Privacy Policy and our obligations under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

9. Our Commitment and your Responsibility

9.1 Purpose of our Guidance: We are committed to providing you with high-quality, practical legal guidance to help you understand your situation and make well-informed decisions. The Guidance we provide is an informational tool based on the materials and context of your supply. As our service is a preliminary step, the ultimate responsibility for any decisions or actions you take based on this Guidance remains with you.

9.2 Proportional liability: We stand by the quality of our work. To ensure our services remain affordable, our financial liability must be proportionate to the fees paid. Therefore, in the unlikely event of a claim arising from our Services, our total liability to you, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall be limited to the total Fee paid by you for the specific Service to which the claim relates.

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9.3 Scope of liability: Our service focuses on providing direct, legal and practical guidance. We are therefore not liable for any indirect, consequential, or special losses, nor for any loss of profit, revenue, or business opportunity that may arise.

9.4 Non-Excludable Liabilities:

- a) Death or personal injury caused by our negligence;
- b) Fraud or deliberate deception; or
- c) Any other matter for which the law does not permit us to limit our liability.

10. Intellectual Property

10.1 We retain all intellectual property rights in our methods, processes, and any proprietary materials used to deliver the Services.

10.2 You shall have a non-exclusive, perpetual licence to use the Guidance provided to you for your own personal or internal business purposes.

11. General

11.1 We may amend these Terms from time to time. The version of the Terms that will apply to your agreement is the version that was available on our Website at the time you paid the Fee

11.2 If any court or competent authority finds that any provision of these Terms is invalid, illegal, or unenforceable, that provision shall be deemed deleted, and the validity and enforceability of the other provisions shall not be affected.

12. Governing Law and Jurisdiction

12.1 This Agreement and any dispute or claim arising out of or in connection with it shall be governed by and construed in accordance with the law of England and Wales.

12.2 Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this agreement.

Contact Us:

If you have any questions about these Terms, please contact us at