

POLICIES

Secure Checkout IF YOU USE OUR ONLINE WEBSITE CHECKOUT--

Cookies--

A cookie is a small data file that is placed on your computer's hard drive that may contain information (such as a unique user ID) that a Web site may use to track certain things. We use cookies in order to improve your shopping experience. The cookie helps us track the pages of the Site that you visit, tells us whether you have been to the Site before and tells us which Web site you visited immediately before visiting the Site, but does not tell us about your use of any other Web sites. Sometimes advertisers and other third parties on the Site may also use cookies. You can keep us from using cookies by turning them off in your browser. However, if you turn off your cookies then you will not be enabled to make purchases from the Site or to access your account information.

Links--

The Site contains links to other sites, including, among others, those of advertisers, other third parties and companies whose trademarks may appear on the Site. Sometimes promotions, contests or sweepstakes advertised on the Site might be sponsored by third parties. The other sites and third parties maintain their own privacy policies that may be different from ours. Visitors using such links or pursuing or entering such contests or sweepstakes should consult the privacy notices associated with those links, promotions, contests or sweepstakes. We do not control this collection of information and are not responsible or liable for the privacy policies maintained or actions taken by third parties with regard to your information. Our Privacy Policy does not extend to anything that is inherent in the operation of the Internet, and therefore beyond our control. Please keep in mind that whenever you give out personal information online-for example, via message boards or chat rooms-that information can be collected, intercepted and used by people you do not know. You should use such community functions at your own risk.

Security--

Protecting your order information is important to us. We use the industry standard Secure Sockets Layer (SSL) technology to protect the security of your online order information. SSL encryption is a method by which information is encrypted while being transmitted over the Internet. To check the security of your connection, look at the lower left-hand corner of your browser window after accessing the server. If you see an unbroken key or a closed lock (depending on your browser), then SSL is active. You can also double-check by looking at the URL line of your browser. When accessing a secure server, the first characters of the Site address should change from "http" to "https." Some versions of browsers and some firewalls don't permit communication through secure servers. In that case, you won't be able to connect to the server and therefore won't be able to place an order through an insecure connection. While no method is completely impenetrable, our SSL is verified. Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. As a result, while we are committed to protecting your personally identifiable information, we along with our third party provider(s) cannot ensure or warrant the security of any information you transmit to us.

Your Acceptance of These Terms--

By using the Site, you indicate your agreement with the terms and conditions of this Privacy Policy. If you do not agree with this Privacy Policy, then do not use the Site. We reserve the right to change the terms of this Privacy Policy. Your continued use of the Site following any changes to this Privacy Policy will be deemed to constitute your acceptance of such changes. Please check this page regularly for any changes.

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Privacy Policy

What information do we collect?

We collect information from you when you place an order.

When ordering or registering on our site, as appropriate, you may be asked to enter your name, mailing address or credit card information. You may, however, visit our site anonymously.

Any of the information we collect from you may be used to process transactions

Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased product or service requested.

How do we protect your information?

We implement a variety of security measures to maintain the safety of your personal information when you place an order.

We offer the use of a secure server. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our Payment gateway providers database only to be accessible by those authorized with special access rights to such systems, and are required to keep the information confidential.

After a transaction, your private information (credit cards, social security numbers, financials, etc.) will not be stored on our servers.

Do we use cookies?

We do not use cookies.

Do we disclose any information to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

California Online Privacy Protection Act Compliance

Because we value your privacy we have taken the necessary precautions to be in compliance with the California Online Privacy Protection Act. We therefore will not distribute your personal information to outside parties without your consent.

Childrens Online Privacy Protection Act Compliance

We are in compliance with the requirements of COPPA (Childrens Online Privacy Protection Act), we do not collect any information from anyone under 13 years of age. Our website, products and services are all directed to people who are at least 13 years old or older.

Online Privacy Policy (General Statement)

This online privacy policy applies only to information collected through our website and not to information collected offline.

Your Consent

By using our site, you consent to our our privacy policy.

Changes to our Privacy Policy

If we decide to change our privacy policy, we will post those changes on this page.

This policy was last modified on Thursday, 27 April 2013 10:46 MDT

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Shipping Policy

Free Shipping via Email

There is a reason our documents are so inexpensive. You print them off of your own computer and you make the necessary copies as a pro se self help court document customer. If you purchase our documents, you will receive free shipping and handling on orders because they are sent to your email address that you provide us. ALL documents are sent in PDF format and there are no exceptions for Free Shipping via Email.

Customers that receive free shipping on their order, and need to return an item are responsible for all shipping costs during that process (usually the price of a first class postage stamp). All orders that ship free of charge may take up to two business day to fulfill, especially if your documents are complex or require extensive writing and editing.

Optional \$50 pick up

If you are local AND THE DOCUMENTS WERE CREATED AT YOUR LOCAL OFFICE, you may pick up your documents and up to two copies from where they were created for a \$50.00 printing surcharge. Not all documents are created at your local office and are subject to that provision.

Other Optional Shipping Methods

We offer shipping by United States Postal Service (USPS) First-Class Mail, Priority Mail and Express Mail as well as FedEx 2nd Day Air and FedEx Standard Overnight to all addresses in the United States. Some remote areas of the United States are not expeditiously served by USPS or FedEx, so check your local office for delivery times.

We also offer shipping by USPS Priority Mail International, USPS Express Mail International and United Parcel Service (UPS) Worldwide Expedited and UPS Worldwide Express service to Australia, Canada, Guam, Marina Islands, Mexico, New Zealand and the Philippines.

If you reside outside of one of those countries or require additional shipping options or help, please send us an email or call. These other optional shipping methods of delivery includes up to four copies and the \$50 surcharge, plus the actual shipping costs.

Tracking Your Order

When your order ships, you will receive an email confirming shipment to the same email address you used when placing your order. This email will contain instructions on how to track your order. In addition, after you have received notification that your order has shipped, you can track your order by the shipper's tracking site.

Backorders / Time Constraints

We cannot guarantee that we will have all completed all documents within two days all the time. If that happens, we will contact you with details of the backorder. If you have a critical or time-sensitive need, let us know at the time of order to ensure your documents reach you as soon as you need it.

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Refund / Return Policy

How To Return An Item

In the very unlikely event that your document is not accepted by the Court, we will amend or otherwise rewrite it. We have you proofread all documents before the final product is shipped to you so you may review it for misspellings or material errors. In the event the Court still refuses the document, you must return the original item you presented for filing within 30 days of your purchase, as follows:

1. Please contact us by telephone (leave a message if not answered, or it is after hours) and obtain information on how to request a refund and we will assign you a file number. In many cases, the request for refund can be done simultaneously with a copy of the returned document alleviating the need for steps 2 and 3 below.
2. You will then receive instructions to mail your returned item to a specified address.
3. Include in your package a signed letter stating the reason for your return and the Court's notations as to why the document is not acceptable. The Court's notations are usually written by the filing clerk or the assistance office.

Return Exceptions

Documents cannot be returned if they are not accepted because of your actions: This includes, but is not limited to: failure to make enough copies, failure to pay proper filing fees, failure to order the correct document from us. Documents will not be accepted for return for these reasons, nor will refund be given therefrom.

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Products and Pricing

This business makes every attempt to offer you consistently competitive prices on every item we prepare. All prices are listed in U.S. dollars. We consider many factors in our pricing approach including cost, supply and demand, customer satisfaction, historical significance, condition, and most importantly, we expect to be in business for many years.

Please note that if you buy a certain document from an attorney or law firm, it WILL cost you a lot more than the time it takes to type up the paperwork. With "legal representation" in your "simple paperwork" matter, you will be charged for an expensive education, an office, a secretary, a receptionist, and most importantly, an attitude. We, therefore, will commit to provide our customers a fair and balanced pricing policy. We always strive for 100% customer satisfaction. We fully prepare, WITHOUT GIVING YOU ANY LEGAL ADVICE, your court documents for you at your specific direction. Remember, if you buy our documents, our name, guarantee and proven track record stands behind it. Our guarantee of Court acceptance is implicitly imprinted on every item we sell. If you have any questions on any of our products, please call us.

WHY PAY FOR LEGAL REPRESENTATION WHEN YOU DON'T NEED IT!?

The US Constitution allows you to represent yourself in Court; here, however, is some conventional wisdom--

You need a lawyer if: (these are only examples)

You want legal advice.

You do not fully understand papers you received from the other party side or from the Court. (Court administration may be able to answer some questions for you.)

You cannot afford to lose your case.

You have a complicated case.

You want to appeal a case.

You are charged with a crime.

You want to sue someone, but you don't know the legal theory or basis for your claim.

You may NOT need a lawyer if: (these are only examples)

You understand your case well enough to explain it to a judge.

You don't get overly nervous speaking in public, like a courtroom.

You are organized and keep accurate records.

You can write neatly or type, have time to prepare papers, and make copies -- AND THAT'S WHERE WE COME IN

You know your case, file papers with the Court, do legal research and attend court hearings.

You have time to respond (right away) to papers you receive from the other party.

You are able to read, understand, and respond promptly to all papers you get from the Court.

Your case is relatively simple and no one will come forward to argue against what you want.

You are comfortable negotiating with the other side or their lawyer, if represented.

You speak, read, and write English well.

When you read state laws and court rules and cases, you understand what you have read.

Thanks for visiting this website.