



# Customer Care Charter

---

## Conveyancing

We're fanatical about service...so we've created 4 transparent and trackable service standards which we promise to deliver, **or your money back!**

- 1. Phone Calls** - Telephone messages left for your point of contact will be returned by a member of staff on the same working day
- 2. Email Replies** - Emails received by your point of contact will be replied to on the same working day
- 3. Fast Start** - Within 24 hours of your file being opened we will send your paperwork out (by post or email according to your preference) and update your estate agent/financial advisor for you
- 4. Case Updates** - You can access up to date information via our website

Visit our website for full terms and conditions

Moving House is a big deal!

That's why we have a unique personal service just for you.



We are rated **9** out of **10** | Check out our **322** reviews  
Correct as of 18th June 2018

[www.rgsolicitors.co.uk](http://www.rgsolicitors.co.uk)

Horsham: 01403 330 744 - Sidcup: 0208 269 9901 - York: 01904 234 091