

FOURTEENEIGHTEEN STANDARD FEES AND TERMS

Revised 1 November 2020

1. Contracting parties

i An order is placed between you (our client) and the business partnership of Mr & Mrs C. F. Baker trading under the name of fourteeneighteen. An order is considered placed once it has been received and acknowledged to you by email.

2. Our undertaking

i We will carry out a standard set of searches for information as described below and will use reasonable efforts to ensure that all relevant information is found. The searches will include:

- Service and pension records
- Officers' appointments and promotions, if relevant
- Campaign medal(s) records
- Gallantry, bravery and other awards records
- Casualty lists and hospital admissions records
- Records relating to death and burial, if relevant
- Prisoner of war records, if relevant
- Absent voters list, if relevant and necessary to establish identity
- Civil records (census, marriage, births) if relevant in establishing personal facts
- War diaries of units and headquarters of relevance
- General search of digitized newspapers

We will then extract the facts, interpret the soldier's story from the facts and create a narrative report. The report will normally include the following sections:

- A summary of the searches undertaken; what was found; and where the search proved to be negative, highlighting the reasons why that may be the case.
- A narrative of the soldier's story, in chronological sequence, with explanations of important points.
- A summary history of his units, covering the period of his service, including illustration by maps and photographs of key actions (for example, when he became a casualty or earned a bravery award).
- Other relevant technical information that will help our client to understand his story.
- Suggestions for further research or reading steps that the client may wish to carry out.
- Information concerning copyright of our report and of the documents sent as attachments.
- Information concerning client care after the project is delivered.

3. Fees

i Our fee for satisfying the order will be compiled as follows:

Maximum fee

1. Fee for carrying out the set of searches £30.00
2. Fee for interpretation and creation of narrative report £60.00
3. Fee for detailed report on each key action £12.50

In many cases the searches can be completely carried out digitally but there are some categories of records that require examination of original documents, principally at the National Archives in London. This includes the service records of commissioned officers and the war diaries of units that served in theatres of war other than France, Flanders, Mesopotamia and East Africa. An additional fee of £15 will be added for each necessary search of this type.

Fee reductions

The fee is reduced at our discretion depending on the nature and quality of the findings.

1. If a man's story is short and straightforward.
2. If there are gaps or uncertainties in his story due to lack of documented evidence.
3. If we have researched a man of the same unit or key action before and are able to re-use historical and technical information we have already created.

Examples

Illustrations of maximum fee possible, with (in brackets) the typical fee we would normally expect after applying the reductions:

- A. For completing the study of a man who served without becoming a casualty or earning an award: £90 (but typically between £45 and £75)
- B. For a study of a man who was once wounded: £102.50 (typically between £57.50 and £87.50)
- C. For study of a man who was given a bravery award and later taken prisoner: £115 (between £70 and £100)
- D. For a study of an officer who was given a gallantry award and later killed: £120 (between £85 and £115)

4. Deliverables

i All of our deliverables will be sent to you by electronic means. This will normally be attachments to email or by directing you to download the documents from our secure online storage.

We will send to you our report as described above, together with copies of all documents and other evidence found.

Our report will be in standard PDF format. Other documents will generally be in PDF or JPG formats but we will advise should we need to create them in some other way.

Delivery in the form of printed material or by sending the electronic documents by post (for example, stored on a memory stick) can be arranged under separate contract.

5. Terms

i Our client can cancel their order without penalty at any time up to the point when it has been acknowledged. It can also be cancelled after that point but a fee will be payable at a minimum of £25 depending on progress that has been made.

Our delivery will include our invoice, which is payable on receipt. Invoices unpaid after 30 calendar days will begin to attract statutory interest (8% plus Bank of England Base Rate). Invoices unpaid after 60 days will also begin to attract debt recovery costs set by late payment legislation.

The nature of this work means that fourteeneighteen can not commit to a delivery time scale but normally seeks to complete within four calendar weeks of receipt of order.

6. Payment methods

i Available methods of payment will be advised to the client in details included in the invoice. At present they include:

1. Direct bank transfer. (Preferred method)
2. Cheque, drawn in Sterling on a United Kingdom bank.
3. Paypal, through which clients can pay using their own Paypal account or any of the credit or debit cards handled by Paypal.

Other methods may be considered but may incur a bank fee which fourteeneighteen would need to pass on to the client.

7. Exceptions

i While the service, fees and terms have been designed to incorporate much experience of these projects and to cope with most enquiries, it is recognized that exceptions and unusual requests can sometimes be made. Fourteeneighteen will be pleased to prepare a bespoke proposal on request.

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