



Concerto IP Limited *Standard Terms & Conditions*

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The following expressions in this document have the following meanings:

Agreement means these Standard Terms & Conditions

Code means the [professional code of conduct](#) and [litigator's code of conduct](#) set down by the Intellectual Property Regulation Board (IPReg)

Contract has the meaning given it in Paragraph 1.1(ii)

Documents means documents in electronic or other form (originals or copies) over which we have custody, power and control

Engagement Letter means any document we send You which particularizes or, if agreed, varies this Agreement

Fee Agreement has the meaning given it in Paragraph 4.3

File means a file comprising Your Documents relating to a Matter or several Matters we have treated as connected

In-House Attendances means an engagement between us and a corporate intellectual property department to assist it in serving its corporation through department attendances

Instructions means instruction(s) You verifiably give us on a Matter which, if urgent, are given, or announced, by email if we have not previously represented You

Matter means a project You entrust to us or, if it comprises stages, each stage

MLR means the Money Laundering Regulations, 2007, any re-enactment of it and legislation with similar requirements in another jurisdiction relevant to Instructions

New Terms means amended terms and conditions, by consent replacing or supplementing those in force immediately previously

Other Documents means Documents relating exclusively to business development or financial transactions between, or intended between, us

Partner means a person with whom we cooperate by arrangement to provide You with services, the expression having its commercial meaning without holding out a legal partnership to exist between us and that person

Project has the meaning given it in the definition of Matter

Terms means (i) this Agreement and any Engagement Letter or (ii) any New Terms

You means you as a client or, with respect to Instructions, someone authorised to give them

Your Documents means Documents concerning Matters we retain to enable us to represent You or for record purposes, except Other Documents.

1. Acceptance of Instructions, Commencement and Termination of Agreement

1.1 Terms apply **(i)** from the first time at which we have accepted Instructions and You have agreed Terms, to all Matters on which You give us Instructions we accept and **(ii)** to each such Matter as a contract separate from any other Matter.

1.2 We are deemed to have accepted particular Instructions if we have received them, You have agreed Terms, and **(i)** 14 days have passed following whichever is later without our declining them in writing or **(ii)** we implement a material part of them.

1.3 You are deemed to have accepted Terms if You have given Instructions, we have provided Terms to You referring to the Instructions or Matter and 14 days have passed following whichever is later without You disagreeing Terms in writing.

1.4 Unless agreed otherwise in writing, You may wholly or partly terminate this Agreement or any Contract by telling us in writing or we may do so giving You a reasonable amount of written notice.

1.5 We may propose New Terms by giving You written notice, which may be by a hyperlink in an email footer. Unless You disagree in writing beforehand, New Terms will 14 days later apply to all Matters on which You then give us Instructions we accept.

2. Fundamental Professional Standards

2.1 On all Matters, we will represent You in accordance with Code.

2.2 In particular, we undertake to:

- Practise competently, conscientiously, objectively and with integrity;
- Put your interests foremost while observing the law and our duty to the court;
- **Safeguard** your confidential information, not disclosing it to any third party except with your written permission or required by law;
- Disclose to You all information we possess of material relevance to your Instructions unless precluded from doing so by confidentiality obligation or law.

2.3 We accept a duty of care for safe-keeping Your Documents as your property organised within Files. You are entitled to have any Your Document(s) You specify sent or otherwise made available to You within a reasonable time of your written request. If You ask any be sent You, we may charge You the cost of so doing, including copying.

2.4 Any funds You provide on account will be held in trust for You pending implementation of Instructions to which they relate.

3. Document Retention & Conflicts of Interest Policies

3.1 We refer You to: (1) **Looking after Your Documents** and (2) **Protecting You from Conflicts of Interest**.

4. Financial Matters

4.1 You are liable for our charges **(i)** under all Fee Agreements and **(ii)** for professional work it is reasonable in our view to carry out in discharging our duty of care arising from Instructions outside the scope of any such agreement (including providing initial advice on options, with or without cost indications) including disbursements properly incurred.

4.2 Such professional work may be performed by qualified professionals, professional assistants, support staff or Partners and may take various forms (**What Does Professional Work Mean?**). Standard activities may be charged as standard charges. We will on-cost to You costs for paying Partners' invoices, marked up as specifically agreed or otherwise by 20% or with a mark-up which does not result in contravention of a Fee Agreement.

4.3 We offer the following fee arrangements:

- A written fee agreement:
 - Specifying a fixed fee, or fee within a fixed range, for defined work;
 - Specifying a cost estimate (which we will not exceed without your agreement) and any reservations or conditions You should know about;
 - For *ad hoc* advice over an agreed period;
 - For In-House Attendances;
- Our normal or notified hourly rates applied to our time expenditure for professional work it is reasonable in our view to carry out in discharging our duty of care arising from Instructions outside the scope of any Fee Agreement (charged in 0.1 hour units rounded up), plus standard charges, plus disbursements.

4.4 We will render charges (plus VAT) by invoice (sent electronically, unless You request otherwise or technically not possible) monthly unless we consider a different frequency appropriate.

4.5 Our invoices will at least summarise action billed. A breakdown will be provided if requested within 30 days of invoice date.

5. Credit Management, Continuity of Representation

5.1 Any invoice we send You is due on receipt but, unless it or a notice sent You by its dispatch date states otherwise, may be paid, without interest, within 28 days following its date.

5.2 If an invoice has not been paid in compliance with Paragraph 5.1 without our approval in writing, we may:

- Give You notice which is reasonable in all the circumstances that we shall suspend representation at a specified date, and then proceed according to the notice, no services being provided, and your interests being at risk, during any such suspension period;
- Apply late payment penalties as permitted by law;
- Use any lawful means to recover amounts owed by You.

6. Your Instructions, Our Responsiveness

6.1 Instructions may be written or oral. We will acknowledge in writing all Instructions. Your provision of funds does not constitute Instructions or authorization to implement pre-existing Instructions which require authorization.

6.2 We will only accept Instructions from persons we believe to be properly authorised. We will seek confirmation from such a person if we receive Instructions from someone we reasonably suspect is not authorised.

6.3 We undertake to record, inform You of and monitor all action deadlines known to us as materially applicable to any Matter (in the case of In-House Attendances, only if so requested). Except where an urgent action deadline does not permit, we will seek Instructions on Matters in good time for You conveniently to provide timely Instructions. We will promptly implement Instructions we accept.

6.4 Where the conditions mentioned in Paragraph 1.1(i) have not been met, we may, exceptionally and in our sole discretion, implement a material part of Instructions, giving You as much notice as practicable, where this involves only minor expense to You indicated in the notice or is reasonably necessary to manage an evident material risk of irremediable material harm to the Matter; Paragraph 1.1(ii) then applies but only to that part of the Matter.

7. Special Conditions

7.1 We may, at any time, make implementation of Instructions subject to provision of information, authorization or funds in a particular manner and/or by a particular time, or to reasonable other special conditions. Any such special conditions will be notified to You in writing and then immediately form part of the Contract.

8. Communications, Contact Information

8.1 Unless agreed in writing otherwise, we shall normally communicate with You, and normally expect to receive communication from You, by non-encrypted email and/or telephone.

8.2 We will take reasonable steps to ensure communications with You via the internet or other electronic means are secure and free from elements posing risk to the communications or your IT systems. We rely on You to take equivalent steps.

8.3 You agree to notify us of changes to your contact information whilst Matters are entrusted to us.

9. Complaints

9.1 If You complain to us that You are dissatisfied with our services and/or conduct, we will deal with your complaint following our [Complaints Procedure](#), whose objectives are to:

- Ensure we promptly and properly investigate your complaint;
- Encourage oral discussion, if You wish;
- Achieve conciliation, restoration of mutual confidence and a full written response.

9.2 If You are dissatisfied at close of our complaints procedure, You are entitled to complain to the Legal Ombudsman (regarding service) and/or to IPReg (about conduct). [Help Making an Official Complaint](#) (including contact information for these bodies) will assist You so doing.

10. Data Protection Act 1998 (“DPA98”)

10.1 We will comply with DPA98 wherever we obtain or use any personal data (as defined in DPA98) about You.

10.2 We:

- Will store your personal data and use it to provide services to You;
- May use it to send You information about our services, unless You have asked us in writing not to;
- May pass it to Partners, with authorization to store it and use it to execute Instructions; and
- Not use it for any purpose other than mentioned in this Paragraph 10.2 without your consent unless entitled or required to do so by law, court order or regulatory authority.

11. MLR, Covenant, Exclusions and Limitations of Liability

11.1 To comply with MLR, we undertake investigations into clients, and must report to relevant authorities any activities which appear suspicious. You agree to comply with our MLR requests and make no claim against us (or any of our employees), and hold us (and them) harmless, for any loss or damage resulting directly or indirectly from our responsible actions to comply with MLR.

11.2 Unless You are a regulated intellectual property professional, You covenant not to:

- Solicit, contract with or participate in contractual relations with any Partner whilst the Agreement is in force
- Apply for intellectual property protection for any subject-matter on which we gave You advice recorded in writing unless You first notified us in writing of your intention to do so or You do so by a regulated intellectual property professional You appoint.

11.3 We may propose in an Engagement Letter limitations on and/or exclusions from our liability arising out of or in connection with our engagement by You for any Project.

12. Contracts (Rights of Third Parties) Act 1999 (“RTPA99”)

12.1 Subject to any Engagement Letter, RTPA99 does not apply to this Agreement and no person not party to it (including any employee, officer, agent, representative or sub-contractor of a party) shall have the right (under RTPA99 or otherwise) to enforce any of its terms.

13. Governing Law, Jurisdiction

13.1 This Agreement shall be construed under English law. The courts of England shall have exclusive jurisdiction to resolve any dispute arising under it.

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