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These terms and conditions may vary in situations where special arrangements have been negotiated in writing by a party with **MORLEY PROCESS SERVICES**.

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## **Availability of Website**

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## **General Business Hours**

**MORLEY PROCESS SERVICES'** regular hours of business are 8:30 a.m. to 6:00 p.m. (Vancouver, Canada Time), Mondays to Fridays, except statutory holidays in the Province of British Columbia. Special arrangements may be made with **MORLEY PROCESS SERVICES** to complete services outside of these regular business hours.

## **Processing of Requests For Service**

**MORLEY PROCESS SERVICES** will process work orders or other requests for service upon receipt, whether in paper or electronic form, during its regular business hours unless special arrangements are made with **MORLEY PROCESS SERVICES** to complete services outside of these regular business hours. The completion time for a work order will vary depending on the type of work to be completed, the sufficiency and completeness of instructions received from the customer, the availability and limitations of government and third party databases, the processing time of government and third party offices and registries, the requirement to use third parties, and other factors beyond the control of **MORLEY PROCESS SERVICES**.

## **Accuracy of Information and Instructions**

It is your responsibility to provide accurate and complete information and instructions to **MORLEY PROCESS SERVICES**.

## **Service and Defect Guarantees**

**MORLEY PROCESS SERVICES** provides service guarantees which vary depending on the type of service. If you are dissatisfied with the way your work was handled and it was not completed in accordance with our service guarantee, we will take all commercially reasonable steps to correct the work and/or issue a credit of **MORLEY PROCESS SERVICES'** fees to you.

### **Use of Third Parties**

**MORLEY PROCESS SERVICES** may, at its sole discretion, use third parties to complete work or services. **MORLEY PROCESS SERVICES** will use reasonable care in the selection of third parties and providing instructions to third parties. **MORLEY PROCESS SERVICES** cannot guarantee the performance of third parties or the timeliness of performance by third parties including, without limitation, courier or delivery services.

### **Invoices and Payment Terms**

All invoices issued by **MORLEY PROCESS SERVICES** are due and payable within 30 days of the date of the invoice. Outstanding amounts not paid when due are subject to a service charge of 2% per month (26.8% per annum). On-line payment may only be made by Visa or MasterCard.

### **No Legal Advice**

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### **Legal Notices**

Communications made through this website's e-mail and messaging system is for convenience only and shall not be deemed to constitute legal notice to **MORLEY PROCESS SERVICES**, or any of its officers, agents, employees or representatives, with respect to any existing or potential claim, or cause of action, or for any other purpose.