



Terms and Conditions

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Ancestry & Heritage Investigation Josef Langenburg

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PROFESSIONAL GENEALOGY RESEARCH SERVICES

ANCESTRY & HERITAGE - INVESTIGATION is a full service professional genealogy research services firm located in Germany. ANCESTRY & HERITAGE - INVESTIGATION provides forensic genealogy research, analysis, evaluation, consultation, education and certified genealogy services for clients who are of legal age and capacity to pay in advance for such professional level work. ANCESTRY & HERITAGE - INVESTIGATION Professional Genealogy work is sold in pre-paid blocks of time that are projects focusing on authorized client goals that have been agreed upon for each specific project. Prior to purchase, ANCESTRY & HERITAGE - INVESTIGATION offers a free consultation wherein ANCESTRY & HERITAGE - INVESTIGATION will discuss goals, scope, possibilities, and options with consumers and potential clients. ANCESTRY & HERITAGE - INVESTIGATION will then recommend the best goal and appropriate size of project to meet the consumer needs; but clients always choose the size of their project through their purchase.

As the client you recognize and accept that ANCESTRY & HERITAGE - INVESTIGATION Professional Genealogy Research Services utilizes education, experience, expertise, efficiency, effort, and time to fulfill your specific research goals, but with no guarantee of the results or correlation between the costs of discovery and the eventual project size that will be needed to accomplish the agreed upon goals. There are no guarantees, warranties or promises implied or otherwise given with regards to the results of research services, as it is not known in advance by ANCESTRY & HERITAGE - INVESTIGATION or the client whether the desired results can be obtained.

Client is required to supply ANCESTRY & HERITAGE - INVESTIGATION with the requested family history and genealogy information and instructions needed by ANCESTRY

& HERITAGE - INVESTIGATION to provide such services in pre-purchased blocks of time. Quality of results, timely delivery of completed job, and to avoid duplication of previous research effort are dependent upon receipt of the project-required Client-provided family history and genealogy items and instructions including a Genealogy Research Survey (GRS), Pedigree Chart or GEDcom (PC/GEDcom), Family History and Genealogy Materials, records, documents, and information (FM), and a signed ANCESTRY & HERITAGE - INVESTIGATION Research Authorization Letter (ALE) with mutually agreed-upon client focused research goal/s.

SERVICES AGREEMENT

ANCESTRY & HERITAGE - INVESTIGATION uses a three-phase process to deliver a Professional Genealogy Research Services purchase within an estimated 8-12 weeks following receipt of signed ANCESTRY & HERITAGE - INVESTIGATION Authorization Research Letter (ALE) with focused research goals: Phase 1-Project Setup; Phase 2-Project Research; and Phase 3-Project Completion. Project hours will be spent on project setup/completion, research, analysis, and reporting and are customized for client needs specific to the job. The completed professional genealogy work results will be delivered via Priority Mail with tracking in ANCESTRY & HERITAGE - INVESTIGATION professional genealogy presentation report format.

Professional Genealogy projects are initially handled in the order that payment is received; and then following receipt of the required Client-provided family history and genealogy items and instructions, by date of the receipt of the signed ANCESTRY & HERITAGE - INVESTIGATION Research Authorization Letter (ALE). Client jobs are generally completed in 8-12 weeks from receipt of all requested Client-provided materials and signed ANCESTRY & HERITAGE - INVESTIGATION Research Authorization Letter approving the client goal/s. However, there may be times when a project will extend beyond this time frame depending upon receipt of correspondence from outside research contacts, the availability of resources, records acquisition, or unforeseen circumstances. In those situations we will keep you advised of changes to the estimated project completion date.

Payment for Professional Genealogy Research Services, including all options listed on this ANCESTRY & HERITAGE - INVESTIGATION Professional Genealogy Research Service Order Form, this Website, and other marketing materials, pertain to the use of expertise and the time spent, and not to the research results. When research is conducted or professional services provided, ANCESTRY & HERITAGE - INVESTIGATION has no way of knowing in advance what will be found beforehand. We provide quality, experienced, professional genealogy research services.

Research projects may at times require the purchasing of records from third parties. Up to \$200 in the costs associated with obtaining records in these circumstances can be pre-approved when the client signs and agrees to the ANCESTRY & HERITAGE - INVESTIGATION Research Authorization Letter. Known costs of these records will be billed to the client at the time they are ordered or at the completion of the project. If records become available that cost in addition to the pre-approved \$200, the client will be notified for their written approval to order these documents. If the costs are known, the client will be billed prior to ordering these records; if unknown, payment is expected prior to delivery of the finished job. Occasionally, it may take longer than the projected completion date of the project for the records to be received by ANCESTRY & HERITAGE - INVESTIGATION. In this case the finished project report of finding will be sent to the client via Priority Mail

without the record. When the record arrives, the client will be notified and billed prior to delivery of the record. Payment is expected prior to delivery of the record.

Recognizing that client circumstances may change, a job may be cancelled for a partial refund only during Phase 1 – Project Setup prior to the Client returning to ANCESTRY & HERITAGE - INVESTIGATION their signed ANCESTRY & HERITAGE - INVESTIGATION Research Authorization Letter (ALE). Hours expended in Phase 1 will be invoiced, with funds for unused project hours, being refunded.

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