



Terms & Conditions

Lublin Ancestry Research by Martin's City Tours

Terms and Conditions for Lublin Ancestry Research by Martin's City Tours
(Recent update: 17th of August 2024)

Please read the terms below so you are informed of the conditions and the scope of our Ancestry Research Services. Your payment and the signed quote for the research service indicates that you have read, understand, accept and agree to be bound by these Terms and Conditions for Lublin Ancestry Research by Martin's City Tours.

1. General Provisions

- 1.1 By using our Ancestry Research Services, you agree to these Terms and Conditions.
- 1.2 You must be at least 18 years old to request our services.
- 1.3 Our services include genealogical research, document translation, and related consultancy. The service details will be discussed and confirmed with you before commencement.

2. Service Process

- 2.1 To request our services, contact us through our website, email, or phone. Provide all known information and documents related to the research subject.
- 2.2 We will conduct a preliminary analysis and provide a research proposal, including cost estimates. Your payment and the signed quote confirm your acceptance of the proposal and these terms.
- 2.3 Once payment is received, we will begin the research. Regular updates will be provided, and a final report will be delivered upon completion.

3. Fees and Payments

- 3.1 Payment is required in full before services begin, except where a deposit is agreed upon. Any additional costs incurred during research will be communicated and require your approval.
- 3.2 Prices are listed in Polish zlotys and include VAT. We accept payments via bank transfer, PayPal, or other agreed methods.

4. Cancellations and Refunds

- 4.1 You may request a refund before work begins or within one month of payment. If work has started, partial refunds may be issued based on the time spent.
- 4.2 Refunds are not guaranteed based on research results, as outcomes cannot be assured.

5. Research Limitations and Guarantees

- 5.1 When you purchase our services, you are hiring our team of professional genealogists to conduct research on your behalf. We adhere to the highest professional standards in our work. However, due to various factors such as historical events (e.g., world wars, political changes) or accidents (e.g., fires) that may have affected the availability of records, we cannot guarantee specific or positive results. Our commitment is to apply our expertise to the best of our ability, but the outcomes cannot be assured.
- 5.2 We are not responsible for legal advice; consult a qualified attorney for legal matters.

6. Confidentiality and Data Use

- 6.1 We maintain the confidentiality of all client-provided information and will not share it without consent, except as required by law.
- 6.2 Clients may use reports and data we provide, with appropriate citation, for personal purposes.

7. Communications

- 7.1 All correspondence will be conducted via the email address and/or WhatsApp phone number you provide unless otherwise agreed.
- 7.2 We may ship materials by post or courier at your expense, with no liability for loss or damage during transit.

8. Deadlines

- 8.1 The timeframe for completing each order is unique and depends on several factors, including the distribution of archival resources and access to historical archives, churches, libraries, museums, official documents, and government responses. The process may be significantly delayed if we are awaiting requested documents or encountering other circumstances beyond our control.

9. Complaints

- 9.1 Complaints must be made within one calendar month of receiving the final report. We will respond within 14 working days and resolve any discrepancies promptly.
- 9.2 Complaints related to third-party actions (e.g., archives, government agencies) are not our responsibility.

10. Termination

- 10.1 Either party may terminate the agreement with 14 days' notice. Upon termination, any documents provided by the client will be returned.
- 10.2 Payments made prior to termination are non-refundable unless agreed otherwise.

11. Modifications and Final Provisions

- 11.1 We reserve the right to modify these terms at any time. Changes will be posted online or communicated via email.
- 11.2 By using our services, you agree to these terms as they are currently in effect.

12. Place of jurisdiction/governing law

- 12.1 The place of jurisdiction for charges against Martin's City Tours is Lublin, Poland. The contractual relationship between our guests and Martin's City Tours shall be governed solely by Polish law. This shall apply also for the entire legal relationship.

Lublin Ancestry Research by Martin's City Tours is part of:

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