



ACID LEGAL AFFILIATES

Please read the following information before contacting an ACID Legal Affiliate.

Getting started with a Legal Affiliate

You can [contact a Legal Affiliate](#) through your member hub.

Please note if you contact more than one LA, only the first LA contacted will be instructed to respond.

Once you have made contact with a Legal Affiliate, you will be asked for some information about your issue.

A Legal Affiliate will aim to respond to initial queries within 24 hours however this may be longer if they are working in Court, for example. Legal Affiliates work on behalf of many other individuals and corporations too and are not exclusive to ACID members.

If you have a copying issue, you can download an ACID Infringing Purchase Information Sheet (IPIS) which will help you to collate as much of the information required as possible. You may also add other evidence such as product images, production of samples, social media screen shots etc. The more information you gather at the start, the better the use made of the free hour's advice.

Please note, once your initial free time has expired you will be charged for work carried out by a Legal Affiliate on your behalf. However, they will inform you when the initial free advice has expired.

ACID Members benefit from reduced fees with Legal Affiliates. Please ensure you request and understand their charges prior to instructing them to proceed with chargeable work. Legal Affiliates are independent from ACID and we cannot become involved in any disputes.

Please be aware that when an ACID member enters into a client relationship with a Legal Affiliate certain procedures and protocols will be followed. These procedures are followed by all legal firms in the UK but can seem a little daunting if you are not used to supplying this type of information. Various documents may be requested from you and if you are unsure what is required it is best to contact the Legal Affiliate directly.

Please note, to provide this exceptional, initial free advisory service, most communication is done via e-mail and/or telephone.

Further Information on Fees

Membership of ACID entitles you to initial free advice and reduced hourly or fixed fees depending on the work undertaken.

Following the initial free advice, whenever an Legal Affiliate carries out work on your file you can expect that there will be a charge, for example, if you call them to discuss your case, send

ACID Advice. The information provided is intended to provide general information concerning various aspects of Intellectual Property and should not be used as legal advice

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them an e-mail, ask them to draft a letter or if they receive documents from your opponent which they need to read and consider. Any written work on your behalf will always be chargeable.

Legal Affiliates like all solicitors charge what is known as “units” of time for standard communications such as e-mails and letters sent and received, telephone calls and working on documents. Those units are calculated in 6 minute “bites”, so there are 10 units in an hour of chargeable time.

It is worth remembering that, generally, ACID members would pay more than their annual subscription for an hour’s IP specialist advice if they went directly to an IP firm.

Reviewing documents

Any solicitor has to be accountable for the legal advice they give. Therefore, for any solicitor to fully consider the implications and advise correctly, they need to have sufficient time to properly consider the matter and any relevant documents; otherwise they cannot correctly discharge their professional obligations.

ACID’s role

It is important to note that Legal Affiliates are completely independent businesses and not part of ACID. When an ACID member contacts a Legal Affiliate or enters into a client relationship, this information remains completely confidential between the Legal Affiliate and the client. ACID will therefore be unaware of any successful settlements, ongoing issues between a client and a Legal Affiliate or any complaints regarding services received.

If you are unhappy with a Legal Affiliate, the first step is to convey this to the law firm involved. If you also wish to inform ACID of your complaint, please be aware that we will have no knowledge of any of the details that have led you to be unhappy with your service. ACID can convey to a law firm that a complaint has been made, but we cannot enter into any talks regarding the issue or act as a mediator between an ACID member and Legal Affiliate.

Escalation of complaints should be referred to the Legal Ombudsman.

Very rarely we are contacted by ACID Members who find that they are unable to take advice from a particular Legal Affiliate because of a ‘conflict of interest’. In these very rare cases an ACID Member should seek advice from an alternative Legal Affiliate.