

Storage Terms & Conditions

My Life Dox Ltd provides document storage services in accordance with the following terms and conditions:

1. The cost to you to store your documents with My Life Dox is as follows:
 - 1.1. £1.50 per person per month by direct debit for storage alone. We call this DocumentStore.
 - 1.2. £2.50 per person per month by direct debit for storage, once a year basic amendment and 15% discount to the net fee of any additional subsequent services provided by My Life Dox or My Life Law. We call this DocumentCare*
2. Basic amendments to your documents (Wills, Letters of Wishes, Lasting Powers of Attorney and Enduring Powers of Attorney) are currently charged at £99* per document, unless you have subscribed as 1.2 above. Basic amendments are alterations or changes to the content of the will as it stands. Additional structural changes/provisions will be charged at prevailing rates which will be made clear by your consultant in advance of you proceeding with any recommendations.
3. If payments are not made and/or cancelled, the benefits of any service will cease immediately, and we reserve the right to return your documents to you and request any outstanding payments.
4. If contact with you ceases and cannot be restored over a period of 7 years, then we reserve the right to destroy your stored documents.
5. My Life Dox reserves the right to refuse storage of documents or to return them from storage if My Life Dox feels it appropriate to do so.
6. Upon your written request and subject to receipt of satisfactory identification, we will return your documents to the address on the Will, or any new address subject to you providing proof of it changing to our satisfaction. Such retrievals could incur a retrieval fee at the prevailing rate or a request for any outstanding payments.
7. An Executor named in the Will may retrieve your documents after your death, subject to providing a Death Certificate and proof of their identity and address.
8. An Attorney named in your Enduring/Lasting Powers of Attorney may retrieve your documents subject to us being satisfied that the request is legitimate and by providing proof of their identity and address.
9. My Life Dox is not liable for their legality or content of your documents. Nor are My Life Dox under obligation to contact you in the event of changes to legislation which could affect the documents we are storing for you.
10. My Life Dox cannot accept responsibility for any loss of documents beyond its reasonable control, including but not limited to acts of God, war or national emergency, terrorist activities, industrial action, accident, fire or regulations introduced by any government or authority.
11. The storage facility is provided by Zedra who can be contacted on 01565 748799 or email ukwills@zedra.com.
12. In the unlikely event that My Life Dox ceases trading, due to withdrawal from the industry or business takeover, your documents will remain in secure storage under the terms of the asset transfer arrangement with the acquiring entity.
13. Should you have a complaint, please write to:

My Life Dox Ltd
Orion House
Barn Hill
Stamford
PE9 2AE

or email: hello@mylifedox.co.uk
14. By storing your documents, you agree to the above terms and conditions.
15. This contract is within the sole jurisdiction of English Law and the English Courts.

*Excludes third party costs/disbursements