



Terms of Service

LEGAL MAILMAN CLIENT PORTAL AND SERVICES

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Please read carefully. These Terms govern access to LegalMailman.com, the Legal Mailman client portal, and orders for Legal Mailman services. By creating an account, submitting an order, accepting a quote, making a payment, or using a service, you agree to these Terms.

Legal Mailman LLC is a New Jersey limited liability company that provides litigation-support and related services. Legal Mailman is not a law firm and does not provide legal advice.

1. Acceptance, Authority, and Eligibility

You must be at least 18 years old and legally capable of entering a contract. If you use the Services for a law firm, company, government office, or another organization, you represent that you have authority to bind that organization. In these Terms, Client and you include both the individual user and the represented organization.

The applicable order, quote, written service description, or statement of work is incorporated into these Terms. If an order-specific term conflicts with these Terms, the order-specific term controls for that order.

2. Services

Depending on location, availability, law, and the accepted order, Legal Mailman may provide or coordinate process service, skip tracing and location research, remote online notarization, transcription, affidavit management, document delivery, case tracking, and related litigation-support services.

Services may be completed by Legal Mailman personnel, independent process servers, commissioned notaries, transcription professionals, researchers, and other approved service providers. Availability and requirements vary by jurisdiction and assignment.

3. No Legal Advice or Attorney-Client Relationship

Legal Mailman is not a law firm. The Services, portal content, automated extraction, status information, templates, links, and communications are operational tools and are not legal advice. Use of the Services does not create an attorney-client relationship, fiduciary relationship, or guarantee that a court, agency, or other recipient will accept any service, filing, affidavit, transcript, or notarization.

You are responsible for consulting qualified counsel about deadlines, jurisdiction, service methods, evidentiary requirements, filing requirements, witness fees, notarization requirements, and legal consequences.

4. Accounts and Portal Security

You must provide accurate registration information and keep it current. You are responsible for activity under your account, protecting passwords and passkeys, limiting access to authorized personnel, and promptly notifying Legal Mailman of suspected unauthorized access, an incorrect upload, misdelivery, or device compromise.

You may not share an account outside your organization, access another client's matter, test or bypass security controls, scrape the portal, introduce malicious code, or use the portal in a manner that interferes with another user or the Services.

5. Client Instructions and Submitted Information

You are responsible for the accuracy, completeness, legality, and timeliness of every name, address, document, deadline, payment, description, instruction, and certification you submit. You represent that you have a lawful basis and appropriate authority to provide the information and documents and to direct the requested work.

You must identify known deadlines and special requirements in writing. Legal Mailman is not responsible for a deadline or instruction that was not clearly provided and accepted. Changes after assignment may require a new quote, additional fee, reassignment, or extended completion time.

- Upload only documents reasonably necessary for the requested service.
- Do not upload contraband, malware, unlawfully obtained information, or materials barred by a protective order or other restriction.
- Review the final order summary before submission and promptly correct any error.

6. AI-Assisted Document Extraction

The portal may use automated and artificial-intelligence-assisted tools to read uploaded documents and propose fields such as party names, docket numbers, venue, service address, document titles, or other case information. Extraction is provided for convenience and may be incomplete or inaccurate, particularly with scans, handwriting, unusual formatting, or poor image quality.

You must review, verify, and correct all extracted information before submission. The original documents and your confirmed instructions control. Automated extraction is not legal review and does not determine whether documents are sufficient, valid, filed, enforceable, or ready for service.

7. Process Service

Legal Mailman coordinates service attempts using applicable instructions and available service providers. Unless the accepted quote or order states otherwise, a standard assignment may include up to three authorized attempts at one service address. Additional recipients, addresses, attempts, mileage, mailing, witness fees, printing, court filing, document pickup, rush handling, or unusual access requirements may result in additional charges.

Standard, rush, and same-day descriptions are target service levels and do not guarantee successful service or completion by a particular time. Weather, access restrictions, inaccurate information, avoidance, safety conditions, jurisdictional rules, third-party availability, and events outside reasonable control may cause delay.

Legal Mailman does not guarantee that a person will be located or served, that a particular method of service will be legally sufficient, or that a court will accept proof of service. Filing, mailing, publication, or other follow-up is included only when expressly stated in the accepted order.

8. Attempt Updates, Evidence, and Affidavits

The portal may display service attempts, status updates, client-safe notes, photographs, location information, and final proof. Updates may be subject to administrative review before client release. A status update is informational and is not a substitute for the completed affidavit or other formal proof.

You must review completed proof promptly and notify Legal Mailman of a factual issue. A correction request must accurately describe the requested factual change. Legal Mailman will not direct a server or notary to make a false statement, remove a truthful material fact, or alter a sworn record improperly.

9. Skip Tracing and Location Research

Skip-trace and research results are compiled from public records, licensed databases, client-provided information, and other sources that may be incomplete, delayed, or inaccurate. Results are investigative leads, not guarantees of identity, residence, ownership, employment, or successful service.

You may request or use skip-trace information only for a lawful, legitimate purpose. You may not use the Services for stalking, harassment, intimidation, discrimination, identity theft, unauthorized marketing, credit, employment, tenant, insurance, or another purpose regulated by the Fair Credit Reporting Act unless Legal Mailman expressly agrees in writing that the specific service is permitted and compliant.

Legal Mailman may require a docket number, service-of-process certification, permissible-purpose certification, or supporting documentation and may reject or discontinue a request that presents legal, safety, privacy, or misuse concerns.

10. Remote Online Notarization

Remote online notarization is subject to applicable law, commissioned-notary availability, identity verification, technology requirements, document eligibility, and the independent judgment of the notary. The signer must appear as required, present acceptable identification, use compatible audio-video technology, and demonstrate awareness and willingness.

A notary may refuse or adjourn a session when identity, capacity, willingness, document completeness, technology, jurisdiction, or legal requirements are not satisfied. Legal Mailman and the notary do not select documents, draft legal language, or advise whether notarization is legally sufficient. Required notarial journals, credentials, identity evidence, and audio-video records may be retained as required by law or the applicable provider.

11. Transcription and Related Work

Transcription scope, format, turnaround, pricing, and review are governed by the accepted order. Transcript accuracy depends on recording quality, speaker clarity, terminology, background noise, and the materials supplied. Unless expressly identified as certified, a transcript is not certified and Legal Mailman does not guarantee admissibility or acceptance by a court or agency.

You are responsible for obtaining any consent or authorization required to record, upload, transcribe, or share audio, video, and related materials. You must review delivered work and request any supported correction within the period stated in the order or accompanying delivery notice.

12. Quotes, Fees, Payment, Cancellation, and Refunds

Prices are determined by the accepted quote, portal price, written rate, or order confirmation. A displayed estimate is not final until accepted by Legal Mailman. You authorize Legal Mailman and its payment processor to charge the approved amount and any separately authorized additional fee.

Cancellations made before assignment or work begins may qualify for a refund, less nonrecoverable payment-processing, vendor, printing, postage, filing, witness, travel, or other third-party costs. Once a server or professional accepts the assignment, an attempt occurs, a paid search begins, a notary appointment is reserved, or transcription or other substantive work begins, fees are generally nonrefundable unless the order, written refund policy, or applicable law states otherwise.

A no-hit refund, service credit, or other special remedy applies only when expressly included in the accepted order or written offer. Legal Mailman may suspend new work or portal access for unpaid, reversed, disputed, or fraudulent charges.

13. Communications and Electronic Records

You consent to receive service-related communications electronically through the portal, email, push notification, telephone, or text message using the contact information you provide. Message and data rates may apply. You are responsible for maintaining current contact information and monitoring the portal for updates.

Electronic acceptance, records, notices, quotes, and signatures may be used to the extent permitted by law. Marketing communications, if any, may be opted out of using the stated method, but operational messages

necessary to provide the Services may continue.

14. Documents, Client Content, and Intellectual Property

You retain your rights in documents and content you lawfully provide. You grant Legal Mailman a limited, nonexclusive right to host, copy, process, transmit, display, and disclose that content only as reasonably necessary to provide, secure, document, and administer the Services, comply with law, and protect legal rights.

Legal Mailman's portal, branding, workflows, designs, software, templates, and original content are owned by or licensed to Legal Mailman and may not be copied, resold, reverse engineered, or used to create a competing service except as permitted by law or written authorization.

15. Confidentiality and Privacy

Legal Mailman uses reasonable measures to limit case information to personnel and providers who need it for the Services. Information may be disclosed to assigned servers, notaries, transcription professionals, technology and payment providers, courts, government authorities, and others as described in the Privacy Policy or required for an order.

Legal Mailman's confidentiality practices do not independently create attorney-client privilege, work-product protection, or another evidentiary privilege. You are responsible for determining whether and how privileged, sealed, protected, or especially sensitive material may be shared with a litigation-support vendor.

16. Third-Party Providers and Independent Contractors

Legal Mailman may use independent contractors and third-party platforms for process service, notarization, transcription, research, hosting, storage, communications, mapping, artificial intelligence, identity verification, and payment processing. These providers may have their own legally required terms or privacy notices.

Legal Mailman remains responsible for its own obligations but is not responsible for a third-party service interruption or action outside Legal Mailman's reasonable control. Nothing in these Terms creates employment, partnership, joint venture, or agency between you and an assigned independent contractor.

17. Prohibited Uses

You may not use the Services to:

- violate law, a court order, contractual restriction, privacy right, intellectual-property right, or safety requirement;
- harass, stalk, threaten, impersonate, deceive, discriminate against, or unlawfully monitor another person;
- submit false information, forge records, conceal a material service fact, or request a false affidavit or notarization;
- obtain personal information without a lawful purpose or use results for an unauthorized eligibility decision; or
- compromise the portal, another user's account, or the confidentiality or integrity of case information.

18. Disclaimers

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE SERVICES ARE PROVIDED ON AN AS-AVAILABLE BASIS. LEGAL MAILMAN DISCLAIMS IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT, SUCCESSFUL SERVICE, LOCATION ACCURACY, LEGAL SUFFICIENCY, COURT ACCEPTANCE, AND UNINTERRUPTED OR ERROR-FREE OPERATION.

Nothing in these Terms excludes a warranty or responsibility that cannot lawfully be excluded.

19. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, LEGAL MAILMAN WILL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE, OR CONSEQUENTIAL DAMAGES, LOST PROFITS, LOST DATA, LOST OPPORTUNITY, OR DAMAGES ARISING FROM A MISSED DEADLINE THAT THE CLIENT DID NOT CLEARLY DISCLOSE AND LEGAL MAILMAN DID NOT EXPRESSLY ACCEPT.

LEGAL MAILMAN'S AGGREGATE LIABILITY ARISING FROM A PARTICULAR ORDER WILL NOT EXCEED THE AMOUNT PAID TO LEGAL MAILMAN FOR THAT ORDER. These limitations do not apply to gross negligence, willful misconduct, fraud, or another liability that cannot be limited by law.

20. Indemnification

To the extent permitted by law, you will defend, indemnify, and hold harmless Legal Mailman and its owners, personnel, and providers from third-party claims, losses, penalties, and reasonable costs arising from your unlawful instructions or use, lack of authority, false or inaccurate information, infringement, violation of privacy or data rights, or breach of these Terms. This obligation does not apply to the extent caused by Legal Mailman's gross negligence or willful misconduct.

21. Suspension and Termination

Legal Mailman may refuse an order or suspend or terminate access when reasonably necessary for nonpayment, suspected misuse, security, safety, legal compliance, false information, abusive conduct, or material breach. You may stop using the Services at any time, but accrued payment, record-retention, confidentiality, dispute, and other provisions that by nature should survive will remain effective.

22. Governing Law and Venue

These Terms are governed by the laws of the State of New Jersey, without regard to conflict-of-law rules. Before filing a claim, the parties will attempt in good faith to resolve the dispute through written notice. Unless applicable law requires otherwise, any action arising from these Terms or the Services must be brought in a state or federal court with jurisdiction in Middlesex County, New Jersey, and each party consents to that venue and jurisdiction.

23. Changes to These Terms

Legal Mailman may update these Terms to reflect service, technology, legal, or operational changes. The updated version will state its effective date. Material changes may be communicated through the portal or email and may require renewed acceptance. Changes will not retroactively alter an accepted order unless required by law or agreed in writing.

24. General Terms

These Terms, the Privacy Policy, and the accepted order or quote form the entire agreement concerning the Services. If a provision is unenforceable, it will be limited to the minimum extent necessary and the remainder will continue. Failure to enforce a provision is not a waiver. You may not assign your rights without written consent; Legal Mailman may assign these Terms as part of a merger, acquisition, financing, or sale of the business. Legal Mailman is not liable for delay caused by events outside reasonable control.

25. Contact

Legal Mailman LLC

151 County Road 516, P.O. Box 857
Old Bridge, New Jersey 08857

service@legalmailman.com | 732-675-2632 | LegalMailman.com

Questions about an order should be submitted through the secure portal message board when possible. Legal notices may also be sent to the mailing or email address above.