

## **Client charter - international**

We know that you may be many thousands of miles away and in a different time zone, so it is particularly important for us to comply with some basic standards when handling your matters.

### **Reliability**

We keep our promises. If we say something will be done by a particular time, it will be done.

To ensure that nothing slips through the gaps, we conduct weekly reviews of all matters. Of course, all prosecution work is also computerised using docketing software.

### **Responses within 24 hours**

We will always respond to or at least acknowledge all your communications within 24 hours (Australian business days only).

### **Expertise in trade marks and copyright**

We practise only in our areas of expertise - trade marks and copyright. Which is why we are more successful in getting difficult applications accepted, because we apply a range of unique tactics developed over time together with an in-depth knowledge of the relevant Office. In litigation, we are well known for engaging in unconventional warfare, using different methods to ensure great results for our clients.

### **Timing**

We will always do our best to accommodate your timing requirements. We are normally prompt anyway, but where urgent action is required, we can work even faster. Once instructed, we will confirm a delivery time with you. We charge a 50% premium on our legal fees for urgent work.

### **Accurate costs**

Our estimates are always as accurate as humanly possible. We will always seek permission for increases in cost. This is backed up our no-invoice guarantee - we will never invoice for amounts for which we have not sought permission, even if we have incurred the fees.

### **Ease of payment**

All invoices are rendered in US dollars, and for your convenience, can be paid into a California USD account.

### **Complaints or comments**

You are entitled to request explanations from the responsible lawyer for a particular file. If dissatisfied with the response, or you simply have comments/suggestions please contact the practice principal, Trevor Choy directly at [tc@choylawyers.com.au](mailto:tc@choylawyers.com.au) or fax to +61 3 9600 4910.

**Choy Lawyers**  
**Winner of**  
**Best Intellectual Property Law Firm**  
***Australian Law Awards 2005***