

GREYHOUNDLEGAL.COM LLC
Doing Business as GreyhoundLegal.com
SERVICE TERMS AND CLIENT AGREEMENT
Effective Date and Last Updated: July 17, 2026

These Service Terms and Client Agreement ("Terms") are between the person or entity requesting services ("Client") and GreyhoundLegal.com LLC, doing business as GreyhoundLegal.com ("Greyhound Legal"), located at 9508 Front Street South, Lakewood, Washington 98499. These Terms apply to orders submitted through GreyhoundLegal.com, email, telephone, text, client portal, third-party platform, electronic form, or in person.

By submitting an order, approving an estimate, providing documents, authorizing work, making payment, or using our services, the Client accepts these Terms. A person placing an order for a law firm, business, agency, organization, or another individual confirms that the person is authorized to accept these Terms on that party's behalf.

1. Our Professional Commitment

Greyhound Legal is committed to handling each accepted assignment promptly, diligently, and with professional care consistent with the service level purchased. We apply our experience, judgment, and available resources to complete the requested service, keep the Client informed of important developments, and provide available reports, proofs, confirmations, or completion records.

Process service and legal-support work may depend on facts outside Greyhound Legal's control, including the accuracy of supplied information, the subject's presence or cooperation, lawful access, court and agency procedures, carriers, technology systems, contractors, and other third parties. These outside factors do not reduce our commitment to perform accepted work in good faith and with professional care.

Fees compensate Greyhound Legal for work performed, including review, preparation, administration, dispatch, travel, attempts, research, communication, documentation, reporting, and coordination. When an assignment cannot be completed as originally requested, Greyhound Legal will provide available information about the work performed and, when appropriate, discuss practical next steps or additional service options.

2. No Legal Advice; Client Responsibility

Greyhound Legal is not a law firm and does not provide legal advice unless a separately identified licensed attorney expressly agrees in writing to do so. Greyhound Legal does not determine which documents must be served, who must be served, the legally required method, applicable statutes or deadlines, or whether service, filing, or a proof is legally sufficient.

The Client and the Client's attorney remain responsible for legal strategy, court compliance, document content, service method, filing requirements, deadlines, and legal sufficiency. The Client should consult qualified counsel about legal or procedural questions.

3. Services Covered

These Terms cover process service; delivery of legal and nonlegal documents; routine, rush, priority, urgent, same-day, and scheduled assignments; court filing and electronic filing support; document retrieval; courier services; skip tracing; address research; stakeouts; locate and investigative support; electronic delivery; waiver requests; notary and fingerprinting services; posting and mailing; nationwide or international coordination; mobile appointments; fee advancement; contractor coordination; and related services accepted by Greyhound Legal.

4. Assignment Acceptance, Changes, and Discontinuation

An assignment is accepted when Greyhound Legal confirms acceptance, begins administrative preparation, reviews or processes documents, assigns or dispatches the matter, or otherwise begins work. Once accepted, Greyhound Legal will perform the assignment with professional care according to the purchased service level. Greyhound Legal may request corrected documents, additional information, authorization, or payment before continuing. An assignment may be declined before work begins, or paused or ended after acceptance, when it is outside our capabilities; contains incomplete, conflicting, unlawful, or unsafe instructions; presents a safety concern; materially changes from the original request; requires information or payment not provided; creates a conflict; or cannot continue because of circumstances outside our control. The Client remains responsible for services performed and costs incurred before the assignment is changed, paused, or ended.

5. Client Information, Documents, and Instructions

The Client confirms that the assignment has a lawful purpose and that the Client has authority to possess, transmit, and direct the use of all submitted documents and information. The Client may not use Greyhound Legal to stalk, harass, threaten, impersonate, defraud, unlawfully monitor, or invade another person's privacy. The Client is responsible for providing complete and accurate names, aliases, descriptions, photographs, addresses, unit numbers, employer and vehicle information, phone numbers, email addresses, court and case information, deadlines, service instructions, hazards, and identifying information. Greyhound Legal may rely on Client-supplied information without independently verifying it.

The Client must provide complete, legible, properly issued documents, all required copies and attachments, witness or tender fees, envelopes, filing instructions, and special materials. Greyhound Legal is not responsible for omitted, defective, unsigned, expired, incomplete, improperly issued, or legally insufficient documents supplied by the Client.

All deadlines must be stated clearly in the order instructions. A date appearing only inside an attachment does not provide clear deadline notice. The Client must promptly report settlements, dismissals, cancellations, address changes, new court orders, deadline changes, bankruptcy, appearance by counsel, waiver of service, duplicate assignments, or other material developments.

6. Safety and Special Circumstances

The Client must disclose known safety and access concerns, including restricted or gated locations, secure buildings, hospitals, schools, workplaces, government facilities, tribal land, military installations, correctional facilities, protection orders, weapons, aggressive animals, threats, dangerous occupants, domestic-violence concerns, and other circumstances affecting safe or lawful performance.

Servers and contractors are not required to trespass, bypass security, force entry, impersonate law enforcement, misrepresent legal authority, engage in confrontation, remain where directed to leave by a person with apparent authority, enter a location presenting a credible safety concern, interfere with emergency activity, or take an action believed in good faith to be unlawful or unsafe.

7. Service Levels, Timing, and Deadlines

Routine, rush, priority, urgent, same-day, and scheduled service levels describe the handling priority purchased. Greyhound Legal will apply diligent professional effort consistent with that service level. Completion may still be affected by access, subject availability, court operations, contractor availability, travel, technology, weather, emergencies, and other outside factors.

Acceptance of a late or time-sensitive assignment does not transfer responsibility for the legal deadline. The Client remains responsible for statutes of limitation, service deadlines, filing deadlines, hearings, notice periods, discovery cutoffs, subpoena timing, tender requirements, and all other legal or contractual dates.

8. Process-Service Attempts and Pricing

Unless stated otherwise in writing, pricing is based on one named subject, one primary address, one set of documents, one matter, and the facts disclosed when ordered. An attempt may include travel to the location, seeking lawful access, contacting people at or near the location, observing the premises, determining whether the subject is available, confirming that an address is incorrect, vacant, inaccessible, unsafe, or no longer connected to the subject, or attending an appointment before a cancellation or correction is received.

Attempt dates and times are selected using professional judgment, the purchased service level, available information, safety, server availability, location characteristics, legal requirements, and Client instructions. A standard attempt does not include continuous surveillance, extended waiting, neighborhood canvassing, database research, workplace investigation, or a stakeout.

Additional charges may apply for added subjects or addresses, corrected documents, multiple matters, secure or remote locations, rural travel, parking, tolls, ferries, extended mileage, workplace, hospital, jail, military, or government service, stakeouts, after-hours or holiday work, rush upgrades, re-dispatch, mailing, posting, notarization, witness fees, filing, special affidavits, or testimony.

If the supplied address is incorrect, incomplete, inaccessible, vacant, outdated, or unrelated to the subject, the Client remains responsible for work performed and costs incurred. A new address may be treated as a new assignment or require an additional-address fee.

9. Identification, Evasion, and Alternative Service

Greyhound Legal may use Client-supplied photographs and descriptions, statements by occupants or employees, vehicle observations, public records, database information, social media, admissions, circumstantial evidence, residency indicators, and the server's observations to assist identification. The Client is responsible for supplying adequate identifying information.

If a subject is absent, evasive, uncooperative, hidden, protected by security systems, or directs others to deny the subject's presence, additional attempts, research, surveillance, or alternative-service support may require separate authorization and payment.

The Client and the Client's attorney are responsible for determining whether substituted, posted, mailed, electronic, publication, secretary-of-state, agent, out-of-state, or another alternative method is legally authorized. The Client should provide any applicable court order, statute, rule, or attorney instruction.

10. Proofs, Declarations, Reports, and Testimony

Proofs, declarations, affidavits, certificates, and reports will reflect the server's or representative's actual observations and records. Greyhound Legal will not fabricate, exaggerate, backdate, mischaracterize, or falsely state material facts.

Greyhound Legal may use its standard form, a jurisdiction-specific form, a Client-supplied form, a declaration, affidavit, certificate, electronic record, or another appropriate professional format. The Client is responsible for confirming court-specific wording, notarization, signature, filing, and supporting-document requirements. Greyhound Legal will correct verified clerical or factual errors attributable to Greyhound Legal without charge when possible. Additional fees may apply when revisions result from incorrect Client information, changed case details, special wording or formatting, expedited preparation, additional notarization, or requirements not disclosed before service.

Court appearances, interviews, depositions, subpoenas, testimony, authentication, records production, and preparation time are not included unless stated otherwise and will be billed at current rates.

11. Filing, Retrieval, Electronic Delivery, and Investigative Services

Court filing, electronic filing, retrieval, and records work are administrative support services. Greyhound Legal will use professional care in following Client instructions; final acceptance and processing remain subject to the court, clerk, agency, or records custodian. Additional fees may apply for correction, resubmission, or refiling when rejection results from Client documents, instructions, filing-system requirements, court procedures, or legal deficiencies.

Electronic delivery may use emails, links, portals, acknowledgements, signatures, waivers, IP data, device information, timestamps, or other verification. The Client and counsel remain responsible for determining whether electronic service is authorized and legally sufficient. Electronic delivery may be affected by spam filters, firewalls, invalid addresses, full inboxes, security settings, expired links, device incompatibility, network outages, platform failures, privacy protections, proxies, shared devices, virtual private networks, misidentification, or recipient refusal.

Investigative, locate, and database information may be delayed, outdated, incomplete, duplicated, or associated with another person. The Client must evaluate such information before taking legal, financial, employment, housing, credit, insurance, or other consequential action and may not use it unlawfully.

12. Notary and Fingerprinting

A notary verifies identity, willingness, and required formalities but does not provide legal advice, draft legal documents, determine legal effect, verify the truth of document content, or guarantee acceptance. Fingerprinting will be performed with professional care, but acceptance remains subject to the receiving agency's standards. Reprinting, resubmission, travel, or agency-specific requirements may involve additional charges.

13. Contractors and Third Parties

The Client authorizes Greyhound Legal to use independent process servers, couriers, investigators, notaries, filing agents, technology providers, carriers, vendors, and affiliate networks and to share the documents and information needed to complete the assignment. Greyhound Legal will use professional care in contractor selection. Local procedures, geography, access, availability, timing, and performance may still be affected by conditions outside Greyhound Legal's control.

Third-party costs may be passed through to the Client and may include disclosed coordination, handling, administration, financing, technology, or vendor-management fees.

14. Pricing, Payment, and Advanced Costs

Published prices and estimates may be affected by geography, addresses, documents, attempts, timing, subjects, vendor availability, taxes, and newly discovered facts. Estimates may be revised when the assignment changes, information was incomplete, additional work is requested, or court, government, travel, or third-party costs change.

Greyhound Legal may require advance payment, a deposit, a card on file, or approved credit terms. The Client authorizes charges for approved services, additional authorized work, third-party fees, court and government fees, witness fees, postage, shipping, parking, tolls, mileage, copies, research, re-dispatch, waiting time, cancellation charges, returned-payment charges, and other amounts owed under these Terms. When practical, Greyhound Legal will seek approval before material charges outside the original scope.

Invoices are due upon receipt unless a written credit agreement states otherwise. The Client should dispute a charge in writing within ten calendar days and identify the charge, amount, basis, and supporting records. Undisputed portions remain due. Past-due amounts may accrue interest at the lesser of one percent per month or the maximum lawful rate. The Client agrees to reimburse documented collection costs when permitted by law.

The Client must reimburse authorized advances for court, government, filing, witness, copy, certification, recording, postage, shipping, courier, contractor, parking, toll, and other third-party costs regardless of the assignment's outcome. Greyhound Legal may charge a disclosed administrative, financing, convenience, coordination, or handling fee for advancing company funds or processing third-party payments.

15. Cancellations, Refunds, Credits, and Chargebacks

Cancellation requests must be in writing and include enough information to identify the assignment. A cancellation becomes effective after Greyhound Legal receives and processes it. Once work has begun, some or all fees may be earned and nonrefundable. If canceled after dispatch, the Client remains responsible for applicable service, travel, attempt, administrative, contractor, and third-party charges.

A refund is not automatically due because a subject was absent or moved, an address was incorrect, access was denied, a location was unsafe, a filing was rejected, records were unavailable, electronic delivery was not opened, a person refused to sign, fingerprints were rejected, a proof was rejected, or the preferred legal result was not achieved. Greyhound Legal will review documented concerns in good faith.

A refund or credit may be issued for a verified duplicate payment or an order canceled before work or expense was incurred, less nonrefundable processing charges when permitted. A discretionary credit is not an admission of liability and may be limited, nontransferable, or subject to expiration.

Before initiating a chargeback, the Client agrees to contact Greyhound Legal and provide a fair opportunity to investigate. A chargeback does not eliminate the duty to pay for authorized work. Greyhound Legal may suspend assignments, cancel credit privileges, submit relevant records to the payment processor, recover the unpaid balance and documented chargeback costs when permitted, and decline future work.

16. Communications, Privacy, and Records

Greyhound Legal may rely on instructions from the person placing the order, an attorney or employee associated with the ordering organization, a person using the Client's business email domain, a person accessing the Client's account, an authorized billing contact, or another person who appears authorized based on the available information.

The Client consents to receiving service updates, invoices, proofs, notices, requests, scheduling messages, and account communications by email, telephone, portal, or text. Ordinary email and text may not be encrypted. The Client is responsible for monitoring spam folders, filters, portals, and supplied contact information. Greyhound Legal will use professional care and appropriate safeguards for information it handles, but no system can be guaranteed completely secure. Information may be disclosed when needed to perform an assignment, identify a subject, coordinate contractors, file or deliver documents, obtain records, process payment, protect personnel, prevent fraud, enforce these Terms, respond to legal process, comply with law, report suspected unlawful conduct, or defend a claim.

Communications with Greyhound Legal are not automatically protected by attorney-client privilege or work-product protection. Greyhound Legal may retain orders, documents, attempt records, field notes, photographs, GPS information, communications, proofs, invoices, payment records, electronic-delivery data, and contractor records for business, legal, insurance, auditing, dispute, and regulatory purposes. The separate Privacy Notice is incorporated into these Terms.

17. Field Records and Account Security

The Client authorizes lawful time, date, GPS, location, photograph, audio-note, communication-log, electronic-metadata, and field records associated with the assignment. Greyhound Legal will capture supporting records when appropriate and possible but does not promise that every type of verification will be available for every assignment. Sensitive internal records may be withheld when disclosure would conflict with law, privacy, safety, contractual restrictions, investigative methods, or third-party rights.

The Client is responsible for secure passwords, restricted account access, protection of downloaded documents, accurate contact information, and immediate notice of suspected unauthorized access.

18. Intellectual Property

Greyhound Legal retains rights in its website, logos, brand names, forms, templates, software, workflows, reports, training materials, pricing systems, photographs, graphics, written content, databases, and proprietary methods. The Client may use completed proofs, reports, and deliverables for the matter for which they were

created but may not resell, scrape, reverse engineer, publicly distribute, reproduce, or commercially exploit Greyhound Legal's proprietary materials without written permission.

19. Indemnification and Liability

To the fullest extent permitted by law, the Client agrees to defend, indemnify, and hold harmless Greyhound Legal and its owners, officers, employees, contractors, agents, affiliates, and representatives from third-party claims, losses, liabilities, penalties, judgments, costs, and attorney fees arising from false or incomplete Client information; Client-supplied documents; unlawful or unauthorized instructions; misuse of information; undisclosed deadlines or hazards; lack of authority; harassment, stalking, fraud, impersonation, or invasion of privacy by the Client; violation of law, court rule, order, contract, or third-party rights; incorrect identification caused by Client information; defective documents; failure to obtain legal advice; failure to report cancellation or material changes; or breach of these Terms. This indemnity does not apply to liability caused solely by Greyhound Legal's gross negligence, willful misconduct, fraud, or conduct that cannot legally be indemnified.

Greyhound Legal will perform accepted services with professional care and diligence. To the maximum extent permitted by law, Greyhound Legal will not be liable for indirect, incidental, consequential, special, exemplary, or punitive damages, including lost profits, lost revenue, lost business, lost opportunity, lost data, reputational harm, underlying attorney fees, adverse or default judgments, dismissals, sanctions, missed hearings or deadlines, lost claims or defenses, or damages caused by third parties.

To the maximum extent permitted by law, Greyhound Legal's total aggregate liability arising from a particular assignment will not exceed the greater of the service fees actually paid for that assignment or five hundred dollars. Court fees, government fees, postage, taxes, third-party charges, advances, and pass-through expenses are not service fees for this purpose. Nothing limits liability that the law does not permit Greyhound Legal to limit.

20. Claims, Disputes, and Governing Law

The Client should notify Greyhound Legal in writing of an alleged error, omission, or claim as soon as possible and include the order number, case name, assignment date, description, supporting documents, claimed damages, and requested resolution. The Client must take appropriate steps to prevent or reduce further harm.

Before filing suit, the parties agree to make a good-faith effort to resolve the dispute through written notice and direct discussion. The receiving party will have at least 30 days to investigate and respond unless emergency relief is needed or a legal deadline would expire. Either party may request nonbinding mediation in Pierce County, Washington, with the mediator's fee shared equally unless otherwise agreed.

Unless applicable law requires otherwise, court proceedings arising from these Terms or Greyhound Legal's services must be filed in a state or federal court with jurisdiction in Pierce County, Washington. Eligible individual claims may be brought in small-claims court. These Terms do not require mandatory arbitration.

Washington law governs except where another law must apply and cannot be waived.

21. General Provisions

Greyhound Legal is not liable for delay or failure caused by events outside its control, including natural disasters, emergencies, epidemics, war, terrorism, civil unrest, government action, labor disputes, utility or internet failures, cyberattacks, transportation failures, court or agency closures, severe weather, fire, flood, earthquake, illness, or contractor unavailability. Payment remains due for work completed and costs incurred.

Greyhound Legal may update these Terms. The version in effect when an assignment is submitted generally governs that assignment unless the parties agree otherwise, the assignment is continuing, a change is required by law, or updated terms are accepted. Assignment-specific changes must be in writing and authorized by Greyhound Legal.

Client purchase orders, engagement letters, portals, email signatures, billing guidelines, or other Client terms do not modify these Terms unless Greyhound Legal accepts the change in writing through an authorized representative. The Client may not assign these Terms without written consent. Greyhound Legal may assign them in connection with a merger, acquisition, reorganization, sale of assets, ownership change, affiliate restructuring, or transfer of business operations.

No third party is an intended beneficiary. If a provision is invalid or unenforceable, it will be modified only as needed and the remainder will continue in effect. A delay in enforcement is not a waiver. Payment, privacy, intellectual property, indemnification, liability, dispute, governing-law, retention, and collection provisions survive completion or termination.

These Terms, the applicable estimate or invoice, written order instructions, Privacy Notice, and any written service addendum are the complete agreement. If they conflict, priority is: (1) a signed assignment-specific agreement; (2) the estimate or order confirmation; (3) these Terms; (4) the Privacy Notice; and (5) general website content.

22. Electronic Acceptance and Contact Information

Checking an agreement box, clicking an acceptance button, creating an account, approving an estimate, submitting payment, sending authorization, uploading documents, requesting dispatch, or continuing to use services after receiving these Terms may constitute electronic acceptance with the same effect as a handwritten signature to the extent permitted by law.

Questions, disputes, cancellations, and legal notices should identify the applicable order, case, and assignment and be sent to:

GreyhoundLegal.com LLC, doing business as GreyhoundLegal.com

9508 Front Street South, Lakewood, Washington 98499

Email and Billing: greyhoundlegal@gmail.com

Telephone: (253) 230-9675

Website: GreyhoundLegal.com

CLIENT ACKNOWLEDGEMENT

By submitting an order or requesting that Greyhound Legal begin work, the Client acknowledges that Greyhound Legal will handle accepted assignments with professional care and diligence; does not provide legal advice; may depend on people, courts, agencies, locations, technology, and other factors outside its control; charges for professional work performed; relies on the Client for accurate documents, information, instructions, and deadlines; may use contractors and vendors; must report service activity truthfully; and is subject to the payment, cancellation, indemnification, and liability provisions stated above.

WEBSITE CHECKOUT DISCLOSURE

Thank you for choosing Greyhound Legal. We are committed to handling your assignment promptly, professionally, and with careful attention to the instructions and service level selected. Greyhound Legal will apply professional care, experience, and diligent effort to complete the requested service and provide available reports, proofs, confirmations, or updates. Process service and legal-support assignments may depend on the accuracy of supplied information, the availability or cooperation of the person being served, access to the location, court and agency procedures, technology, carriers, contractors, and applicable legal requirements. Fees cover professional work performed, including preparation, administration, dispatch, travel, attempts, communication, research, reporting, and coordination. The Client is responsible for complete documents, accurate identifying information, clear instructions, and applicable deadlines.