

Serve Legal — Free Snapshot Audit Terms & Conditions

Serve Legal are offering a free audit or mystery shopping visit to businesses in the UK and Ireland. Find the full terms and conditions below. In completing the form to sign up to a free audit snapshot, you are agreeing to the terms and conditions outlined here.

1) What this offer is

- One (1) Snapshot Audit or Mystery Shop at a single site in your estate, located in the UK or Ireland.
- A summary report with optional photo evidence, delivered within 48 hours of the site visit finishing.
- An optional 30-minute review call with a Serve Legal Service Manager to discuss findings and practical next steps.
- No contract. No fee. One free audit per organisation. No strings attached.
- We cover all audit costs: our auditor pay, transportation costs, and up to £25 of reclaimable expenses if the audit reasonably requires booking an experience, purchasing a meal, or placing a home delivery to complete the test. (See Section 5 for how this works.)

2) Who can use it (Eligibility)

- You represent a customer facing business operating in the UK or Ireland.
- You are authorised to request an audit at the nominated site or online journey.
- We may request a business email address and/or verification of authority.
- We may decline requests on the rare occasion that it may cause a safety risk to our auditors.

3) What we will do (Scope)

- Schedule one in-person mystery shop visit to the nominated site or a single online/app customer journey test.
- Follow a standard auditor brief covering relevant checks (e.g., age-check, venue safety, place management, exam integrity, financial or healthcare flows, dependent on the audit requirements).
- Capture observations and evidence (time-stamped notes, receipt copies, blurred photos, screenshots, server description).
- Host a 30-minute call (video or phone) to discuss the findings from the audit and any further support we can offer.

4) What's not included (Exclusions)

- Multi-site audits, covert recordings, repeated/prolonged testing, staff interviews, or legal advice.
- Work outside normal business hours unless agreed in writing.
- Any guarantee that your site “passes” future inspections or regulator visits.
- Implementation of fixes (we advise; you implement).

5) Costs, purchases and reclaimable expenses

- Serve Legal pays for:
 - Our auditor pay and reasonable transportation to/from the audit.
 - Up to £25 (incl. VAT) in reclaimable purchases where the audit requires a transaction to complete the test (e.g., booked experience, meal purchase, or home delivery).
- What's required for the £25: an itemised receipt or in-app invoice that clearly shows merchant, date/time and amount, from the auditor.
- Reasonableness: the purchase must be directly relevant to the audit scenario; luxury add-ons or unrelated items aren't covered.
- Alcohol/age-restricted items: only where lawful and necessary for the test scenario.
- If a journey requires a higher spend to be realistic, we'll agree that in writing before the visit.

6) Timing & capacity

- "48 hours" means within 48 hours after the site visit is completed.
- We will conduct your audit visit within the month you choose.

7) Your responsibilities

- Provide accurate site details, opening hours, access/safety instructions, and relevant policy/brand standards if you want us to test against them.
- Ensure the site is safe and lawful for a mystery shop; do not request illegal, discriminatory, or unsafe actions.
- For online journeys, provide URLs, test accounts/coupons if needed, and confirm scope (e.g., KYC, checkout, age gate).

8) Evidence handling & privacy (GDPR)

- See our Privacy Policy for details.

9) Confidentiality

- Each party will keep the other's non-public information confidential and use it only to deliver/receive the Snapshot Audit.
- You may share our report internally. External sharing (e.g., marketing, press) requires our written consent.

10) Intellectual Property

- We own all templates, methods and tooling used to deliver the Snapshot Audit as well as the audit data.
- We grant you a non-exclusive, non-transferable licence to use the report internally once delivered.

11) Fair use & publicity

- One free Snapshot Audit per organisation; no reselling or bartering.

- With your prior written permission, we may reference anonymised findings or your logo as social proof. You can decline.

12) Health & safety; right to refuse

- If a site presents health, safety, legal, or ethical risks, we may refuse or abort the visit, to keep the wellbeing of our auditors as a priority.
- We reserve the right to take legal action if our auditors are discriminated against or assaulted during their visit, at the fault of the business.
- If a visit is aborted for reasons outside our control (e.g., site closure, access denied), we may reschedule once at our discretion.

13) Disclaimer

- The Snapshot Audit is a point-in-time sample. It is not a guarantee of ongoing compliance.
- We do not provide legal, regulatory, or HR advice. Seek your own advisers for decisions based on the report.

14) Fees

- The Snapshot Audit under this offer is free of charge.
- If you request additional work, we'll provide a separate paid proposal for approval.

15) Acceptance

- By submitting the form and/or confirming a booking, you accept these Terms & Conditions on behalf of your organisation.