

## Terms of Service

**Fees:** The fee quoted pertains to one address only. A separate fee will be required to add any additional or alternate addresses. This holds true even in the circumstance of a job being “non-served” after just one attempt. If a bad address is provided for any reason, an alternate address requires an additional service fee.

### Printing:

If documents are emailed, and the number of pages exceeds 25, we charge an additional .06 per page over 25 pages. Emailed documents must be scanned in as a pdf. A photo of your documents will NOT be accepted.

### Return of Service (aka “ROS,” “Affidavit” or “Proof of Service”) :

If the subject is successfully served legal documents from a court in Arizona, the server will sign a Return of Service, and we will file it with the appropriate Arizona court. You will receive the filed copy from us once we receive it back from the court. If, for any reason, the subject has been “non-served,” you will receive a signed copy of a Return of Non-Service (“RONS”) for your records.

### Types of Service in AZ :

Most Arizona papers can be sub-served on any residential attempt. This means that when serving a Subject at their residence, the papers can be left with any co-occupant 14 years or older. This is NOT the case when there is an Order to Appear in court on a specific date, Orders of Protection, Injunctions Against Harassment and Subpoenas. If an individual is being served at their place of employment, they must be personally served. When serving a company, the registered agent or authorized agent must be served. See the following website to find registered agent information:

<https://ecorp.azcc.gov/EntitySearch/Index>

### Non-Service/Attempts:

We provide 5 attempts at varied times and days of the week. If we are unable to make contact with a resident or effect service after 5 attempts, your job will be “non-served” and you will receive a signed Return of Non-Service (“RONS”) for your records.

### REASONS FOR NON-SERVICE BEFORE THE 5TH ATTEMPT (ALL NON-REFUNDABLE):

**Not a Resident** - If any occupant of the residence claims the subject being served is not a resident, or if there is no resident occupying the address, we will discontinue any further attempts, and you will be provided a Return of Non-Service (“RONS”) for your records.

\*\*\*\*If a photo of the Subject is provided to us up front, and the server can identify the resident as being the subject in the photo, the server will “drop-serve” (announce service and leave the papers where the subject can retrieve them). The photo MUST be provided before the attempt is made in order for the server to drop-serve. They will not go back to a residence after an attempt has been made where the occupant refused residency.

**Physical Threats** - If at any point, the server’s safety is in question, attempts will cease and a return of non-service will be provided.

**No Access to Subject thru Security** - If address provided is manned by a security guard in any way (ie: in a gated & guarded community, residential building with security or place of employment with security), and guards refuse access to the person or property, attempts will discontinue, and you will receive a return of non-service.

**Place of Employment Denies Access** - If Subject is being served at their place of employment, and the company refuses service on their property, attempts will discontinue, and you will receive a return of non-service.

**Limited Access to Residence** - If address is difficult to access (ie: gated community, gated/locked driveway, dogs in front yard, etc), server will make all efforts to gain access ( ie: following in cars of a gated community (will not wait more than 5-10 mins at gate), honking horn outside of residence with locked gate or dogs in yard, etc.). They will continue to attempt to gain access for all 5 attempts as long as they are not trespassing nor in danger.

**Skip Trace/locates**- We offer skip trace services to locate subjects when an address is unknown. Our skip trace fees cover the use of professional database records reported from multiple sources. Although it is often effective in locating an individual, it is important to know that it takes about 60 days for a new address to populate into professional skip trace databases, and if a person is homeless or living with a friend, a skip trace will likely be ineffective. A skip trace report can show you have done your due diligence in attempting to locate a subject; it does not guarantee we will locate the subject. We also offer MVD research in an attempt to locate subjects. The same is true with MVD records; it demonstrates that you have done your due diligence but does not guarantee we will locate the subject.

Maricopa County Process Service, PLLC is committed to providing quality and timely service. We will make every effort to ensure your job is handled with the due diligence it deserves.

By signing below, you are declaring that you have read, understand and agree to the terms of service stated above.

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

