



TicketBust.com Service Contract

Thank you for choosing TicketBust.com (TicketBust). We are a self-help Legal Document Assistant Service which prepares a Trial by Written Declaration for you to submit to court to contest your traffic ticket. A Trial by Written Declaration is a way to contest a traffic infraction ticket in California, in writing, without having to make an appearance in court. We are **not** a law firm, cannot provide legal advice, and cannot make any appearance in court on your behalf. **It is your responsibility to mail your completed Trial by Written Declaration documents to court along with your bail check** in the amount specified by your court. The court must receive this no later than your due date. It is recommended that you send your documents along with your bail check by certified mail not later than 5 days prior to your due date.

Required Items You Must Submit to TicketBust

After signing up for the TicketBust service the process of preparing your documentation immediately begins and we require that you provide us the following:

1. **Signed Copy of this Service Contract**
2. **Copy of your ticket** - *To properly prepare your documents we require a legible copy of the ticket the officer handed to you, or for red light camera violations the ticket you received in the mail with photos of the driver.*
3. **Incident details** - *To properly prepare your documents we require you to provide us your traffic ticket details by simply logging into your TicketBust account and answering your online ticket questionnaire.*
4. **Supporting documents if the court requires any - such as insurance, registration, proof of corrections -** *This is not required for all tickets. The ticket the officer handed to you will indicate if the violation is correctable.*

About TicketBust Service Fee Refund

TicketBust charges a Service Fee and a non-refundable Document Processing Fee as follows:

- **Minor Violations - Cell phone and Seatbelt tickets - \$99 (\$40 Service Fee and non-refundable \$59 Document Processing Fee)**
- **All Other tickets - \$199 (\$70 Service Fee and \$129 non-refundable Document Processing Fee)**

The Document Processing Fee and any expedite processing fees (to receive your documents sooner than 14 business days) or shipping fees (to receive a mailed copy of your documents) are non-refundable. The Service Fee (less any amount the court has reduced your fine by and/or less any discount given at checkout) is refundable subject to our terms and conditions. To qualify for the Service Fee Refund you must have: (1) submitted your "required items" at least **10 days** prior to your ticket due date, (2) received a court decision notice stating your ticket was **not** dismissed by the courts and/or reduced to be a zero-point violation – *i.e. ticket changed to VC-21710 "Coasting,"* (3) complied with all our **terms and conditions**. Service Fee Refund requests must be made within **60 days** of the court decision date or the postmarked date on the decision notice (whichever is later) and within **1 year** from the date of purchase of our services. To request a refund, you must submit a copy of your court decision notice, a signed TicketBust Refund Request Form (RR-1), and a copy of your TicketBust receipt for payment.



Options If Your Traffic Ticket Is Not Dismissed

In the event your traffic ticket is not dismissed or reduced, you have the option to request a new trial from the court. To do this you must file a Request for New Trial (TR-220) within 20 calendar days of the postmarked date on the court decision notice finding you guilty on the Trial by Written Declaration. If you are eligible for traffic school, you may also request this from the court at this time. TicketBust.com can provide you with the TR-220 form that you need to submit to the court. At your option TicketBust.com can also prepare court letters for you to submit to court to request traffic school, court date changes, or other letters required by the court. The fee for this additional service is \$29.00 per letter. These optional additional fees are nonrefundable.

Payment Terms and Liability

In no event, shall TicketBust be liable for any special, incidental, economic, or consequential damages whatsoever arising out of the use of our service, or your inability to obtain a dismissal of your traffic ticket, or your failure to successfully contest your ticket in court. The parties agree that this Agreement shall be governed by the laws of the state of California. In accordance with state law, venue shall be the county in which the client has his or her primary residence for any controversy arising out of this Agreement. The parties agree that service of the summons to such proceeding (and of any papers which accompany it), shall be deemed sufficient if made by certified or registered mail, postage prepaid, addressed to the parties' addresses.

Notice to Consumer

We are not an attorney. We cannot perform the legal services that an attorney performs. We cannot engage in the practice of law. This includes providing any kind of advice, explanation, opinion, or recommendation about possible legal rights, remedies, defenses, options, selection of forms, or strategies. TicketBust.com's registration (registration no. 2015010849) is valid until February 1, 2020, after which it must be renewed. To confirm that TicketBust.com is registered, you may contact the Los Angeles County Registrar-Recorder/County Clerk at P.O. Box 1208 Norwalk, CA 90650-1208, or 562-462-2177, or <https://www.lavote.net/>. The county clerk has not evaluated or approved our knowledge or experience, or the quality of our services. You may obtain information regarding free or low-cost representation through a local bar association or legal aid foundation and you may contact local law enforcement, a district attorney, or a legal aid foundation if you believe that you have been a victim of fraud, the unauthorized practice of law, or any other injury. You have the right to cancel within 24 hours of signing this contract. If you cancel this contract, we must refund any fees which you have paid, except for we may keep fees for services which have actually, necessarily, and reasonably been performed on your behalf during the 24-hour period.

Agreement to All Terms and Conditions Herein

Please acknowledge that you have read, understand, and agree to the terms of this contract by signing this document and returning it to TicketBust.com. Please keep a copy for your records.

Please sign here agreeing to all our terms and conditions: _____

Please print your name here: _____

Please date this document here: _____