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**RESEARCH AND COPYING SERVICE**

We operate a professional Research and Copying Service to do research on your behalf using the records held at the Somerset Heritage Centre.

**Ordering research or copies of documents**

* Please specify as clearly and precisely as possible the information that you are seeking, and enclose any relevant information which might assist us
* Please provide the exact references for the documents if known
* Please enclose an accurate map if your enquiry concerns a house or land
* Please state your preferred format of research, i.e. paper photocopies, or digital images in jpgs (N.B. Some documents cannot be photocopied and will be supplied in digital format)

**How long will I have to wait?**

Enquiries are dealt with in the order that we receive them. At busy periods, you may expect a delay of up to 4 weeks. In exceptional circumstances, we can give priority to your enquiry, e.g. when a deadline has been imposed on you at short notice. Please phone 01823 278805 to discuss.

**What you will receive**

If you have requested research you will receive a report outlining the sources examined and results obtained, together with advice on further avenues of research. Digital images will be provided as jpegs unless higher resolution images are needed for publication purposes.

**Charges**

* **Standard Rate:** £34 sterling per hour inclusive of VAT & postage (UK)
* **Minimum charge:** £8
* **Business/Legal Rate:** £70 sterling per hour
* **Minimum charge:** £20

 Business and/or legal enquiries are treated as urgent and will be invoiced

Please allow for a reasonable amount of research time to answer all your questions.  If you are unsure how much time to allow we suggest up to an hour to begin with (i.e. authorise up to £34 of expenditure under the standard rate).

**Copyright**

All copies supplied are for private study or research. You will need to obtain permission in writing from the South West Heritage Trust before publishing any copies or digital images that we supply to you. This includes uploading to the internet. Additional fees may be involved – please ask for details and a permissions form, and allow plenty of time for us to obtain the relevant permission.

**By making a research request you agree to these requirements.**

**Payment Methods**

**Please state your preferred payment method and maximum authorised amount on the research form.**

* **Online Payment via PayPal**

We encourage payment by PayPal where possible, as this is the most secure payment method.

Once we have received your completed research request form you will be sent an enquiry reference number and details of how to pay via PayPal. If the research has taken less time than originally estimated appropriate refunds will be given via PayPal.

* **Cheques**

Payment by open limited cheque is safe for you, and prevents us having to send refunds.

You should **leave the amount and figures line blank** for us to complete, but (important) write on the *third* line **“not to exceed (x) pounds”**. Please make the cheque payable to **South West Heritage Trust Trading Limited**. Cheques, etc. must be in **sterling** currency.

* **Credit/Debit Cards payments**

When we have completed your research we will send you an invoice to be paid within 7 working days. We can take card payment over the phone at 01823 278805. We are unable to accept American Express or Diners Club.

Please DO NOT send your payment card details via email.

**Where to send your completed Research Request Form**

Send your completed Research Request Form to:

**Email**: somersetarchives@swheritage.org.uk

**Post**: Somerset Heritage Centre, Brunel Way, Norton Fitzwarren, Taunton, TA2 6SF

Somerset Archives & Local Studies

Somerset Heritage Centre

Brunel Way

Norton Fitzwarren

Taunton

Somerset

TA2 6SF

Tel: 01823 278805 (enquiries)

Tel: 01823 337600 (appointments)

Email: somersetarchives@swheritage.org.uk

Website: [www.swheritage.org.uk/somerset-archives](http://www.swheritage.org.uk/somerset-archives)

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Registered office: Somerset Heritage Centre, Brunel Way, Norton Fitzwarren, Taunton, Somerset TA2 6SF

Company number: 09053532 Charity Number: 1158791 VAT Registration Number: 197221592

**Research and Copying Request Form**

By completing this form you agree that the South West Heritage Trust will carry out research on your behalf in exchange for payment.

**Please tick this box to confirm that you understand and agree to these terms** 🞏

# Please complete this form clearly and return it to us:

|  |  |
| --- | --- |
| Name: |  |
| Address: |  |
| Post / Zip Code: |  |
| Email: |  |
| Phone number:(Daytime if possible) |  |
| Maximum amount authorised: | £ |
| Chosen Payment Method (outlined above) |  |

**Research / Copying Request and Additional Information**

Please include relevant information, e.g. dates, names, places and document references where known:

**DATA PROTECTION**

The information on this form will be held and used by the South West Heritage Trust in accordance with the provisions of Data Protection legislation, for the purposes of providing a contract. See [www.swheritage.org.uk/privacy-policy](http://www.swheritage.org.uk/privacy-policy) for our full privacy notice.