

Terms and Conditions of Neighborhood Legal Services Program of the District of Columbia

This Website is provided by:

Neighborhood Legal Services Program of the District of Columbia

64 New York Ave NE, Suite 180, Washington, DC 20002

Contact information:

<https://www.nlsp.org/contact/locations>

Online Inquiry Form

<https://www.nlsp.org/contact/inquiry-form>

“This Website” refers to

- This website, including its subdomains and any other website, through which Neighborhood Legal Services Program of the District of Columbia makes its information available;
- Websites for mobile, tablet, and other smart device systems;
- Any Websites, sample and content files, source code, scripts, instruction sets or software included as part of the Service, as well as any related documentation.

TERMS OF USE

Unless otherwise specified, the terms of use detailed in this section apply generally when using this Website.

Single or additional conditions of use or access may apply in specific scenarios and in such cases are additionally indicated within this document.

ACCOUNT SUSPENSION AND DELETION

Neighborhood Legal Services Program of the District of Columbia reserves the right to suspend or terminate access to the Website to any User at any time and without notice, at Neighborhood Legal Services Program of the District of Columbia’s sole discretion, in these cases:

- User has violated these Terms; and/or
- User’s access or use of this Website may cause injury to Neighborhood Legal Services Program of the District of Columbia, other Users or third parties; and/or
- The use of this Website by the User may cause violation of law or regulations; and/or
- In case of an investigation by legal action or governmental involvement; and/or

- The account or its use is deemed to be, at Neighborhood Legal Services Program of the District of Columbia's sole discretion inappropriate or offensive or in violation of these Terms.

The suspension or deletion of User accounts shall not entitle Users to any claims for compensation, damages or reimbursement. The suspension or deletion of accounts due to causes attributable to the User does not exempt the User from paying any applicable fees or prices.

CONTENT ON THIS WEBSITE

Unless where otherwise specified or clearly recognizable, all content available on this Website is owned or provided Neighborhood Legal Services Program of the District of Columbia and also includes external links to free legal information.

Neighborhood Legal Services Program of the District of Columbia undertakes the utmost effort to ensure that the content provided on this Website infringes no applicable legal provisions or third-party rights. However, it may not always be possible to achieve such a result. In such cases, without prejudice to any legal prerogatives of Users to enforce their rights, Users are kindly asked to report related complaints using the contact details provided in this document.

RIGHTS REGARDING CONTENT ON THIS WEBSITE – ALL RIGHTS RESERVED

Neighborhood Legal Services Program of the District of Columbia holds and reserves all intellectual property rights for the content in the Website, excluding any external links to other platforms.

Users may not therefore use such content in any way that is not necessary or implicit in the proper use of the Website. In particular, but without limitation, Users may not share (beyond the limits set forth below), modify, translate, transform, publish, sell, sublicense, edit, transfer/assign to third parties or create derivative works from the content available on this Website, nor allow any third party to do so through the User or their device, even without the User's knowledge.

Where explicitly stated on this Website, the User may download, copy and/or share some content available through this Website for its sole personal and non-commercial use and provided that the copyright attributions and all the other attributions requested by the Neighborhood Legal Services Program of the District of Columbia are correctly implemented.

Any applicable statutory limitation or exception to copyright shall stay unaffected.

CONTENT PROVIDED BY USERS

Neighborhood Legal Services Program of the District of Columbia may allow Users to upload, share or provide their own certain information to this Website. By providing content to this Website, Users confirm that they are legally allowed to do so and that they are not infringing any statutory provisions and/or third-party rights.

LIABILITY FOR PROVIDED CONTENT

Users are solely liable for any content they upload, post, share, or provide through this Website. Users acknowledge and accept that Neighborhood Legal Services Program of the District of Columbia does not filter or moderate such content.

However, Neighborhood Legal Services Program of the District of Columbia reserves the right to remove, delete, block or rectify such content at its own discretion and to, without prior notice, deny the uploading User access to this Website:

- if any complaint based on such content is received;
- if a notice of infringement of intellectual property rights is received;
- upon order of a public authority; or
- where Neighborhood Legal Services Program of the District of Columbia is made aware that the content, while being accessible via this Website, may represent a risk for Users, third parties and/or the availability of the Service.

The removal, deletion, blocking or rectification of content shall not entitle Users that have provided such content or that are liable for it, to any claims for compensation, damages or reimbursement. Users agree to hold Neighborhood Legal Services Program of the District of Columbia harmless from and against any claim asserted and/or damage suffered due to content they provided to or provided through this Website.

ACCESS TO EXTERNAL RESOURCES

Through this Website, Users may have access to external resources provided by third parties. Users acknowledge and accept that Neighborhood Legal Services Program of the District of Columbia has no control over such resources and is therefore not responsible for their content and availability. Conditions applicable to any resources provided by third parties, including those applicable to any possible grant of rights in content, result from each such third parties' terms and conditions or, in the absence of those, applicable statutory law.

SMS TERMS OF SERVICE

By completing our online intake form or submitting a digital inquiry, you agree to receive SMS messages from Neighborhood Legal Services Program of the District of Columbia.

SMS will be used for case follow-ups, scheduling and confirming meetings, and client satisfaction surveys. Message frequencies varies. Message and data rates may apply. See Privacy Policy at <https://www.nlsp.org/uploads/File/Privacy%20Policy%20NLSP.pdf>. Message HELP for help. Reply STOP to any message to opt out.

ACCEPTABLE USE

This Website may only be used within the scope of what it is provided for, under these Terms and applicable law.

DONATIONS

Users are informed during the donation process and before order submission about any fees, taxes, and costs (including, if any,) that they will be charged.

METHODS OF PAYMENT

Information related to accepted payment methods are made available during the purchasing process. Some payment methods may only be available subject to additional conditions or fees. All payments are

independently processed through third-party services. Therefore, this Website does not collect any payment information – such as credit card details – but only receives a notification once the payment has been successfully completed.

LIABILITY AND INDEMNIFICATION

This Website is provided strictly on an “as is” and “as available” basis. Use of the Service is at Users’ own risk. To the maximum extent permitted by applicable law, Neighborhood Legal Services Program of the District of Columbia expressly disclaims all conditions, representations, and warranties — whether express, implied, statutory or otherwise, including, but not limited to, any implied warranty.

No advice or information, whether oral or written, obtained by user from Neighborhood Legal Services Program of the District of Columbia or through the Service will create any warranty not expressly stated herein.

Any content downloaded or otherwise obtained through the use of the Website is downloaded at users own risk and users shall be solely responsible for any damage to Users’ computer system or mobile device or loss of data that results from such download or Users’ use of the Website.

Neighborhood Legal Services Program of the District of Columbia does not warrant, endorse, guarantee, or assume responsibility for any product or service advertised or offered by a third party through the Website or any hyperlinked website or service, and Neighborhood Legal Services Program of the District of Columbia shall not be a party to or in any way monitor any transaction between Users and third-party providers of products or services.

The Website may become inaccessible or it may not function properly with Users’ web browser, mobile device, and/or operating system. Neighborhood Legal Services Program of the District of Columbia cannot be held liable for any perceived or actual damages arising from Service content, operation, or use of this Website.

LIMITATIONS OF LIABILITY

To the maximum extent permitted by applicable law, in no event shall Neighborhood Legal Services Program of the District of Columbia, and its officers, directors, agents, partners, suppliers and employees be liable for

- any indirect, punitive, incidental, special, consequential or exemplary damages, including without limitation damages for loss of profits, goodwill, use, data or other intangible losses, arising out of or relating to the use of, or inability to use, the Website; and
- any damage, loss or injury resulting from hacking, tampering or other unauthorized access or use of the Website or User account or the information contained therein;
- any errors, mistakes, or inaccuracies of content;
- any bugs, viruses, trojan horses, or the like that may be transmitted to or through the Website;
- any errors or omissions in any content or for any loss or damage incurred as a result of the use of any content posted, emailed, transmitted, or otherwise made available through the Website; and/or
- the defamatory, offensive, or illegal conduct of any User or third party.

This limitation of liability section shall apply to the fullest extent permitted by law in the applicable jurisdiction whether the alleged liability is based on contract, tort, negligence, strict liability, or any other basis, even if company has been advised of the possibility of such damage.

COMMON PROVISIONS

NO WAIVER

Neighborhood Legal Services Program of the District of Columbia's failure to assert any right or provision under these Terms shall not constitute a waiver of any such right or provision. No waiver shall be considered a further or continuing waiver of such term or any other term.

SERVICE INTERRUPTION

To ensure the best possible service level, Neighborhood Legal Services Program of the District of Columbia reserves the right to interrupt the Website for maintenance, system updates or any other changes, informing the Users appropriately.

Within the limits of law, Neighborhood Legal Services Program of the District of Columbia may also decide to suspend or terminate the Website altogether. If the Service is terminated, Neighborhood Legal Services Program of the District of Columbia will cooperate with Users to enable them to withdraw Personal Data or information in accordance with applicable law.

Additionally, the Website might not be available due to reasons outside Neighborhood Legal Services Program of the District of Columbia's reasonable control, such as "force majeure" (eg. labor actions, infrastructural breakdowns or blackouts etc).

WEBSITE RESELLING

Users may not reproduce, duplicate, copy, sell, resell or exploit any portion of this Website and without Neighborhood Legal Service Program of the District of Columbia's express prior written permission, granted either directly or through a legitimate reselling program.

PRIVACY POLICY

To learn more about the use of their Personal Data, Users may refer to the privacy policy of this Website.

INTELLECTUAL PROPERTY RIGHTS

Without prejudice to any more specific provision of these Terms, any intellectual property rights, such as copyrights, trademark rights, patent rights and design rights related to this Website are the exclusive property of Neighborhood Legal Service Program of the District of Columbia or its licensors and are subject to the protection granted by applicable laws or international treaties relating to intellectual property.

All trademarks — nominal or figurative — and all other marks, trade names, service marks, word marks, illustrations, images, or logos appearing in connection with this Website are, and remain, the exclusive property of Neighborhood Legal Service Program of the District of Columbia or its licensors and are subject to the protection granted by applicable laws or international treaties related to intellectual property.

CHANGES TO THESE TERMS

Neighborhood Legal Services Program of the District of Columbia reserves the right to amend or otherwise modify these Terms at any time. In such cases, Neighborhood Legal Services Program of the District of Columbia will appropriately inform the User of these changes. Such changes will only affect the relationship with the User for the future.

The continued use of the Website will signify the User's acceptance of the revised Terms. If Users do not wish to be bound by the changes, they must stop using the Service. Failure to accept the revised Terms may entitle either party to terminate the Agreement.

The applicable previous version will govern the relationship prior to the User's acceptance. The User can obtain any previous version from Neighborhood Legal Services Program of the District of Columbia.

If required by applicable law, Neighborhood Legal Services Program of the District of Columbia will specify the date by which the modified Terms will enter into force.

SEVERABILITY

Any such invalid or unenforceable provision will be interpreted, construed and reformed to the extent reasonably required to render it valid, enforceable and consistent with its original intent. These Terms constitute the entire Agreement between Users and Neighborhood Legal Services Program of the District of Columbia with respect to the subject matter hereof, and supersede all other communications, including but not limited to all prior agreements, between the parties with respect to such subject matter. These Terms will be enforced to the fullest extent permitted by law.

GOVERNING LAW

These Terms are governed by the law of the place where Neighborhood Legal Services Program of the District of Columbia is based, as disclosed in the relevant section of this document, without regard to conflict of laws principles.

VENUE OF JURISDICTION

The exclusive competence to decide on any controversy resulting from or connected to these Terms lies with the courts of the place where Neighborhood Legal Services Program of the District of Columbia is based, as displayed in the relevant section of this document.

Last update: November 17, 2025