



## Before You Hire Us...You Should Know

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At [Vancouver P.I.](#) we get many calls and take on many different types of files. It's rather rewarding to be in an industry that can be a big help to people.

Whether it is an investigation regarding a cheating spouse or a cheating business partner, we put a lot of time and care into each investigation.

**We can never guarantee results.** If anybody in this industry gives you a guarantee do not give them your money.

Every file takes a life of its own and even with the best laid plans, there is always a chance that things don't go according to what was expected.

This agency can't make people do things. We can only report what we observe or dig up. In the end, all we give you are the facts. What we can control and guarantee is the quality of our work.

Hiring an investigator can sometimes be an expensive decision. Like many others businesses in the legal industry, we work off a retainer. We will sit down with you and listen to your story and go over all the facets of the case and the information you provide us.

From that free consultation we can give you an idea of what your retainer will be. Our rates are competitive and we give you an honest assessment of how many hours we would need to do a thorough job.

Remember that this is a retainer. We always try and get as much information as we can within that budget, but as mentioned above, we can't guarantee it.

Sometimes people will need to add to their retainer in order to continue, other times we are able to get results quicker than expected and remaining hours on the retainer are refunded back to you.

We are in the business of peace of mind. We always tell people to trust their instincts, investigate your concerns because most of the time your suspicions are correct.

Be prepared for the answers. When the facts are presented and they jive with what you thought was going on, be ready for how it will make you feel.

There is nothing more devastating to find out that someone is cheating or ripping you off. At the same time, you may find out that nothing is going on. All we ask is to be mentally prepared for the results before hiring us.

Give us the ball. Let us lead the file. We have years of experience in this industry and we like to have control. That said your input is very important. We rely heavily on the information that you provide us. However, there has to be a certain level of trust, and we do our best to work with you.

We always communicate if there is something to communicate. Remember that for every phone call and email we charge out administration time off the retainer. That means less time to actually do research or surveillance depending on the case.

We are a boutique firm that has an amazing research team. We take on all kinds of files big and small. We are very fortunate to have a team of investigators who have their individual strengths.

One of our strengths is background research. Before doing business with someone or potentially hiring an employee, let us dig and find out more about them in order to make sure they aren't a wolf in sheep's clothing. We always do a little bit of research for each file. It's important to know what we are dealing with.

This is not the movies or television. What you think you know about Private Investigations should not come from an episode of *Magnum P.I.* or *The Republic of Doyle*. All great shows, but that's not necessarily how our industry works. In Canada privacy laws are tight and we also have to work within the laws of British Columbia. There are always shades of grey in what we do, but we will not break the law for you or anyone.

There is no magic database or super computer that will give us instant results. Investigations in Canada and especially here in British Columbia require some "pounding of pavement" and good ol' fashion P.I. work. Everything is a process.

So before you hire us, please understand what you're getting into. A lot of times people don't know what to expect. We're here to help you through the process.

Vancouver P.I. offers so many different services that there are no stupid questions or scenarios. [Give us a call or drop us an email](#) and we will be more than happy to listen and do our best to help you.

Now you know...