



**Ten Tips**  
For Avoiding and Surviving Litigation

Manning Bossamon  
1120 20<sup>th</sup> Street, NW  
North Building, Suite 700  
Washington, DC 20036  
(202) 973-2681  
cmanning@manningbossamon.com  
www.manningbossamon.com

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**Avoiding Litigation**

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**AVOIDING LITIGATION**

**Tip One:**  
Be diligent from the beginning. Establish policies and procedures, and keep up with corporate formalities.

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**AVOIDING LITIGATION**

**Tip Two:**

Utilize legal agreements to set forth responsibilities and obligations.

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**AVOIDING LITIGATION**

**Tip Three:**

Insurance, insurance, insurance. Without it, a lawsuit could bankrupt your business.

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**AVOIDING LITIGATION**

**Tip Four:**

Educate yourself on legal issues that are specific to your business or industry.

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**AVOIDING LITIGATION**

**Tip Five:**

Establish clear customer service policies and understand consumer protection laws.

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**Surviving Litigation**

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**SURVIVING LITIGATION**

**Tip One:**

Document everything. When a lawsuit hits, you want all evidence available to you.

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**SURVIVING LITIGATION**

**Tip Two:**

Don't procrastinate. Often lawsuits can be avoided with appropriate customer attention early on.

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**SURVIVING LITIGATION**

**Tip Three:**

Discourage plaintiff's attorneys. Sensibly explain your side of the story early on and the claim might go away.

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**SURVIVING LITIGATION**

**Tip Four:**

Retain counsel. You need protection. Even the smallest claim can become enormous.

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**SURVIVING LITIGATION**

**Tip Five:**

Be unemotional. A lawsuit is a business matter. Shrewdly treat it like one.

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