



Cancellation, Refunds and Retainer Policy

8.1 Cancellation by the Client

The Client may cancel services by written notice. Charges may still apply for setup work, onboarding, research already completed, issued leads, committed time, booked site visits, third-party costs, administration and any work performed before cancellation.

8.2 Cancellation by Trade Leads UK

Trade Leads UK may cancel or suspend services if the Client fails to pay, fails to provide information, gives misleading instructions, acts unlawfully, requests inappropriate activity, breaches these terms or creates unreasonable risk.

8.3 Refunds

Refunds are not automatic. Fees for completed work, setup, research, issued leads, consultancy time, quote chasing, document review, sourcing activity, introductions and third-party charges are generally non-refundable unless agreed in writing.

8.4 Replacements and credits

Where a lead or service item is accepted as invalid under the relevant policy, Trade Leads UK may provide a replacement, rework, credit or other reasonable remedy at its discretion.

8.5 Monthly Construction Support Retainer

The retainer is intended for ongoing support without the Client employing a full-time buyer, estimator or procurement manager.

Included services and lead volumes must be agreed before activation.

The standard monthly fee is £749.99 per month, subject to final written agreement.

A £299.00 setup fee is payable upfront unless agreed otherwise.

Where stated in writing, the monthly retainer is not charged until the first service is used.

If the Client has signed up to the monthly retainer, it may be cancelled at any time; however, a minimum of one month will remain chargeable.

Retainer hours, lead volumes, fair usage, out-of-scope work, priority levels and excluded third-party costs should be confirmed in writing before activation.