

Policy Statements

Builders Quotes Ltd aims to provide a fair platform, where users of its website can have access to each others service and work without fear of financial details or private details being at risk at any time. Therefore we have following policies in place to protect ourselves and our customer.

Privacy Policy

- A) Builders Quotes use its Job Posters private details (such as addresses, phone numbers, job nature), to provide Job Posters our services. We also use these details to contact Job Posters, in order to better deliver our service. We do not ask Job Posters to provide their financial details, such as bank accounts and credit cards as posting a job is free on www.buildersquotes.co.uk. However we do provide Job Poster's contact details, to those Tradespeople who have bought or shown interest in a lead that was generated by Job Posters. We do not provide Job Poster's private details to irrelevant Tradespeople or to third company. We may also release Job Posters private details where we are required by law to do so.
- B) Tradespeople who wish to sign up with Builders Quotes Ltd (www.buildersquotes.co.uk) will need to provide their contact details, relevant required documents and identity documents. This is to make sure we have the right information about Tradespeople and to prevent fraud. if they wish to register with us successfully. We only use Tradespeople identity and private details for our Admin purposes only. We do not sell or provide Tradespeople information to third company other than to relevant Job Posters or where we are required by law to do so. We may use Tradespeople details to contact them.
- C) Advertising Customers are required provide their business details, contact details. We use that information to provide our services. We do not sell their details to any third party unless if we are required by law to do so.
- D) Tradespeople are required to provide their bank card details when registering with us. So they can buy any lead from us, if Tradespeople wish to do so. And Advertising Customers are required to provide their bank card details and if they would like to pay by bank card and if they wish to buy any advertising packages from Builders Quotes Ltd. In all cases, We do not store customer credit card details.

Delivery Policy

- A) Posting a Job is free on www.buildersquotes.co.uk. When someone post a job, our clever system is designed to generate automatically lead notifications instantly by emails and SMS to the relevant tradespeople. But in some cases, we as a admin, may still have to alert relevant tradespeople by our end. There is no guarantee that every job that is posted on our website will alert enough (or as expected) Tradespeople. Job Posters might have to wait form few minutes to few days to see whether there are enough Tradesmen interested in specific job. If there are no Tradesmen interest or not interested, they can either cancel their job or re-try at any time.
- B) When any Tradespeople buy any lead or show interest in any lead, they will be given automatically and instantly by our website, the Job Posters contact details. Although we aim to provide clean system in place but there is no guarantee that the contact information provided by Job Poster is correct and valid. It is therefore Tradespeople responsibility to asses risk in each lead that

we may send them. However if in the unlikely event, where Tradespeople paid for any lead and our system did not released the contact information, Tradespeople may contact Builders Quotes on 08000322271, so they can help Tradespeople to provide them with the relevant Job Posters contact details. It should also be noted by Tradespeople that buying any lead does not mean you will win the work. Our system sells any lead up to three times. So there is no guarantee that any lead Tradespeople buy, will win them work. Its entirely up to the Job posters with whom the want their project get done.

C) Customers who wish to advertise their business on www.buildersquotes.co.uk may have to wait up-to 72 hours before their advertisement is set live.

Refund/Cancellation Policy.

- A) Job posters are no obligation to carry out their work by Tradespeople found through www.buildersquotes.co.uk. They can cancel their job at any time. But a point should be noted, that Job Posters should think twice before posting a job, as Tradespeople will normally have to pay to Builders Quotes Ltd, to get Job Posters contact details and be able to give quote for any specific job.
- B) Registering as Tradespeople is currently free on www.builderquotes.co.uk. We reserve the right to introduce fees in the future. We Builders Quotes aim to provide a fair plat form for every user of its website [www.buildersquotes.co.uk]. However, Tradespeople will not get refund under any circumstances of any lead once they bought or shown interest in, from www.buildersquotes.co.uk. We sell any lead up to three times. Buying lead does not guarantee that you will win the work. We are unable to offer refunds to Tradespeople where a Job Posters turn out to have not valid contact details or if they change their mind during or before their project being completed by any specific tradespeople. It is Tradespeople responsibility to asses risk in each lead that we may send them.
- C) Advertising customers can expect to have their advertisement shown on to www.buildersquotes.co.uk, within three miles of their selected postcode for specific time. However, during that time, our service may disrupt for any reason either controlled or uncontrolled. Under these circumstances we will be unable to offer refunds for the period where your advertisement was not live. Furthermore, once any specific advertisement package chosen and has been paid for, we will be unable to offer any refunds.