



TERMS & CONDITIONS

Turnaround

Upon receipt of your instructions, our turnaround period would typically be approximately 28 days. In the case of special Traces this can be changed to 24 hours to a week. If the volume sent is low, cases are usually returned to the Client within 7 days.

Reports

All reports are deemed accurate at the time of completion, and clear instructions will be given as to how the confirmation was obtained and whether the subject(s) may prove to be evasive.

Tracing

Clients will only be charged for a positive trace, irrespective of whether a new address is supplied or it is ascertained that the subject is living as stated. Agreement will be made as to whether cases such as Deceased, C/O, Bankruptcy and new Employment details, are classed as 'positive chargeable traces'.

Rechecking

If Traces and Reports are returned for recheck within 30 days of the client receiving our report, we will recheck our information.

If, when rechecking a Trace, we are able to provide a new address, this will be charged at an agreed rate.

If, when rechecking a Trace, we are able to prove that the subject is still resident at the 'Traced' address, this will be charged at an agreed rate.

No charge will be made if it is confirmed that the Trace was correct at the time, but that no further trace could be made.

If a Trace or Report was found subsequently to be incorrect, we will supply a corrected trace report, at no further cost, or issue a canceling credit note.

If Traces or Reports are returned for recheck outside 30 days they will be treated as new instructions, and charged accordingly.

All time scales are applicable, unless mutually changed by both parties.

Terms of Payment

Payment is required within 30 days of the date of our invoice, unless otherwise agreed.