Just like any business that provides a service, we can only do so when certain terms and conditions apply. This is necessary in order to prevent any misunderstandings between ourselves, our clients or our contractors, and for us to continue to provide a consistent and reliable service.

Please do not hesitate to contact us for clarification if you do not understand any of the following:

Please be aware that by agreeing to use our service, you also agree to the following;

Terms By Clause

1. Definitions

1.1 - “TOD” means Trades On Demand Ltd (Co. No. 12274275) whose registered office is at Apartment 55, 5 St John's Gardens, The Rock, Bury, BL9 0QY.

1.2 - “Services” means the identifying and assignment of a Contractor to visit the Client’s property.

1.2.1 - "Urgent" means that the service has started from the point of the deposit being paid.

1.2.2 - "Urgent Repairs Or Maintenance" is the type of service TOD organise.

1.3 - PCI - DSS (Payment Card Industry – Data Security Standard).

1.4 - “Client” means any individual or body using and paying for the Services.

1.5 - “Contractor” means an Electrical, Plumbing, Heating or Gas Engineer whose details are provided to the Client by TOD.

1.6 - “Deposit” means a sum of money paid either by cash, PayPal, card or bank transfer which takes effect immediately as soon as it’s paid due to the service TOD give.

1.7 - “ETA” means estimated time of arrival.

1.9 - “Terms” means Terms and Conditions.

1.10 - “Understand” means understand the terms and all content that you read by TOD Limited.

2. Disclaimer

2.1 - Although we take steps to ensure any Contractors we contact are legitimate, reputable, qualified and have all of the appropriate memberships to and/or approval of trade related bodies, organisations and associations and that the information we have is accurate, the information is compiled from details supplied to us from the Contractors and we cannot be held responsible for any errors or inaccuracies in such information or for the suitability or quality of any services or goods supplied to Clients through our Service.

2.2 - The provision of a Contractor’s details does not indicate or imply our approval of the tradesmen, suppliers or companies.

2.3 - TOD will not be liable for any transactions which take place between our Clients and any Contractor whose details we have provided.

3. Terms of Use

3.1 - Your access to and use of www.tradesondemand.co.uk ("the Site") and the Services (defined above), is permitted only on the basis that you understand and agree to these Terms and Conditions.

3.2 - The Site and the Services must be used solely for the purposes outlined below, and you must not to use them for any purpose that is unlawful or prohibited by these Terms and Conditions.

3.3 - Your use of the Site or the Services will be deemed as your acceptance of these Terms and Conditions. If you do not accept these Terms and Conditions you must immediately stop using the Site or the Services.

3.4 - TOD reserves the right to edit or amend these Terms and Conditions at any time and your continued use of the Site or the Services following any changes shall be deemed to be your acceptance of such change. It is your responsibility to check the Terms and Conditions regularly for any changes.

3.5 - TOD reserves the right to edit the Site and change the content at any time.

3.6 - By accessing or using any part of the Site or the Services you agree to be bound by the following terms of use. If you do not wish to be bound by these conditions, you may not access or use the Site or the Services.

3.7 - TOD do not guarantee that the Site and its contents will always be available.

3.8 - TOD accepts no responsibility for ensuring clients have access to the Site.

3.9 - Your access to the Website is permitted by TOD on a temporary basis only.

3.10 - TOD may discontinue or change all or any part of the Site without notice to you.

3.11 - TOD will not be liable to you for any reason if the Site is unavailable at any time or for any period.

3.12 – You agree to cease using the Site or the Services if you do not fully understand these terms.

4. Terms of Service

4.1 - TOD will arrange for Contractors to attend a Client’s premises within a timescale agreed between the clients and ourselves from the time of a booking being made and the Deposit being received. In the event that a Contractor is unable to comply with this time frame they will provide the Client with notice of a revised ETA and a 30 minute allowance will be given. If the Contractor is no longer able to attend at all the TOD will attempt to source a different Contractor to attend as soon as possible.

4.2 - If the Contractor arrives before the scheduled appointment time and the Client is not available then the Contractor will not charge for any time prior to the agreed contract time. Once the appointment time has passed the Contractor can begin to charge for up to one hour's labour whether or not the Client has become available. It is the Client's responsibility to ensure they are available at the agreed appointment time.

4.3 - If the Client is unable to attend the premises at the appointment time then the Client must let the

Contractor or TOD know by telephone or by replying to the text message or email received advising of the appointment time and;

4.3.1 - An update should be sent to the contractor and further confirmation should be sent by text to TOD. If TOD and the Contractor are given sufficient notice we may be able to reschedule the appointment at no further cost to the Client.

4.4 - If the Contractor attends the Client's premises at the appointment time and the Client fails to allow entry an invoice for 1 hour's labour will apply and must be paid within 7 days.

4.5 - If the premises has no number then an additional 10 minutes allowance will be given to enable the Contractor to locate the address and in the event that the premises are more than 500 metres from the address given then a reasonable time allowance will be applied depending on the circumstances of a particular booking.

4.6 - If TOD is given an incorrect address the Client may lose their Deposit and a further Deposit may need to be paid subject to the discretion of TOD and the Contractor.

4.7 - For non-emergency work, notice must be given in writing and will form part of the contract and;

4.7.1 - TOD requires at least 24 hours notice to cancel, without which our client will be liable for any losses incurred as the Contractor will have not been able to schedule any other work for the appointment time.

4.8 - It is the Client's responsibility to contact any Contractor who fails to attend a premises where Services have been booked and it is not the responsibility of TOD to check that the Contractor has arrived. TOD will always provide the contact details for the Contractor once they have been dispatched.

5. Cancellations and Refunds

5.1 - You can cancel a booking by calling TOD or by replying to a text message received from TOD confirming a booking.

5.2 - As outlined above, a scheduled call can be cancelled up to 24 hours before the appointment time.

5.3 - TOD is not obliged to refund any monies paid by a Client prior to a booking being cancelled under condition 5.1 or 5.2 above.

5.4 - TOD may cancel a transaction and booking if it is deemed reasonable to do so and, in such circumstances, a full refund of the Deposit will be given.

5.4.1 - If a transaction is cancelled, due to the systems used by TOD, a refund can not be made as we will not have received the money into our account. If the money appears on your bank statement as a debit then it is likely to be held by your bank in the interim. A refund can only be processed when the transaction has completed.

5.5 - Any refunds will be made by the same method of payment as the Client used.

5.6 - In relation to WorldPay payments, once a payment is captured and a refund is in process the Client should receive their Deposit back within 3-5 working days, although this may vary depending on the bank.

6. Contracts, Duties and Responsibilities

6.1 - The contract between the Client and TOD is to provide the Client with a competent Contractor who TOD reasonably believe to be capable of providing the Services requested.

6.2 - The duties of TOD are to provide the Contractor with the Client's details either by e-mail or by text, including :-

6.2.1 - Job descriptions;

6.2.2 - Client names;

6.2.3 - Authorisation of first hour's costs;

6.2.4 - Client's contact number and e-mail address;

6.2.5 - Job and billing address; and

6.2.6 - ETA.

6.3 – Where labour is required, the Contractor is only authorised to carry out the first hour's labour by TOD. If the Contractor needs to continue working beyond the first hour, this would have to be further agreed between the Contractor and the Client.

6.4 - It is the responsibility of the Contractor to attend within the time provided by TOD as per the ETA given at the time of the e-mail or text.

6.5 - The Contractor is responsible for the work they provide any damage caused by the Contractor resulting from the provision of the Services, excluding any damage that was necessary in order to provide the Services (for example, pulling up floorboards to access a water pipe beneath them).

7. Complaints Procedures

7.1 - We always prefer complaints to be addressed directly at first, so please do call us immediately with any concerns you may have. Where a resolution cannot be reached, a complaint must be made in writing by email to Alec@tradesondemand.co.uk stating the transaction reference number from TOD.

7.1.1 - Please include the Client's name, date, address and contact number, (preferably mobile), and please be sure to explain all of your concerns in full.

7.2 - The complaint must be clear, coherent and readable. TOD will respond to any complaint that meets these criteria.

7.3 - If our client can not get a resolution by email, our client must make further complaints in writing to TOD at Apartment 55, 5 St John's Gardens, The Rock, Bury, BL9 0QY marked for the attention of Alec Horsfield and to the Contractor at the address the Contractor has provided to the Client and MUST not be made by any electronic or social media.

7.4 - Any complaint concerning the service provided by the Contractor should be addressed to the Contractor directly.

7.5 - Once a complaint is received, it will be forwarded to the Contractor upon consent who will be

asked to respond within 7-14 days and;

7.5.1 - TOD will use all reasonable endeavours to assist the Client in resolving any dispute with the Contractor and will provide such advice to the Client (such as details of the Trading Standards contact number 03454040506) as is reasonable in the circumstances.

7.6 - To consent to a complaint being forwarded to the contractor in question, we need permission from the buyer or the authorised person in accordance to the TOD Limited privacy policy.

7.7 - Please note that TOD Limited are not responsible for any complaints made between the Client and the Contractor in question; however, we are happy to assist in order to try to reach a resolution.

7.8 - Once a complaint is raised, we will hold your complaint for a minimum of 6 years before deleting or disposing of it.

8. Booking By Form/Phone

8.1 - If booking by phone, an employee of TOD should answer the phone with a greeting, offering their name and they will ask for the nature of the job and the postcode. They will then explain the rates. All prices are quoted excluding VAT. It is the responsibility of the Client to understand the terms before booking.

8.2 - It is the responsibility of the Client to acknowledge the terms. However, TOD will send a text that gives the Client a link to the terms as part of our aftercare processes and to remind the Client what the Client has agreed to.

9. Contractors

9.1 - Contractors are either employed by an alternative company or are self employed.

9.2 - The Contractor is responsible for the first hour's work that TOD agree to.

9.3 - Any work booked outside the agreement of TOD is between the Client and the Contractor responsible or the company the Contractor is employed by and not TOD.

10. Guarantees and Warranty

10.1 - TOD are unable to guarantee the attendance of a Contractor within the time stated due to unforeseen circumstances.

10.2 - Some appliances and some fixtures require annual maintenance. If work is carried out on a fixture that has not been maintained as stated in the manufacturer's warranty, then the Contractor may not be able to guarantee the work completed.

10.3 - With any emergency that is causing damage to property then the main objective of the Contractor is to make the situation safe. The Client should ensure that any further work is authorised with either TOD or the Contractor.

11. Indemnity

11.1 - TOD is a company that provides Contractors as quickly as possible and works on behalf of the Client but cannot guarantee that Contractors will attend to Clients within the time stated due to

unforeseen circumstances. TOD do not provide compensation for the Contractor failing to turn up on time and the Contractor is responsible for his own work from the arrival to the completion of the work.

12. Materials

12.1 - As far as TOD is aware, all materials belong to the Contractor and remain the property of the Contractor until paid for in full.

13. Price Plan and Description

13.1 - Please note all price plans are discussed at the time of booking as costs may vary.

14. Copyright

14.1 - All content on the TOD website belongs to TOD and must not be used outside the website.

15. Changes

15.1 - All terms can be subject to change at any time without notice unless it is reasonable to explain old terms otherwise. However, it is reasonable for a Contractor to pull up old terms if new terms are younger than 3 months.

15.2 - New terms, when implemented, will include the date they were published and the date they take effect, and any old terms will still be accessible on our Historic Terms page.

15.3 - New terms will always state the date of being implemented to ensure any actions deemed necessary through complaint investigations are implemented in a timely and appropriate manner

Services Offered

TOD offer a wide range of services and although we are unable to provide an exact cost estimate for any possible job specifications at this stage we do have some guidelines in place to give you a rough idea of the costs you may incur.

Emergency Call

Our emergency response service is available 24 hours a day, 7 days a week for our premium service plan customers at no charge but otherwise you should expect to pay a minimum of £270 including VAT, this would include an emergency response and the first hour's labour. Please note this is just a guideline and will vary depending on the work required, the location and the time of day. We will always confirm the costs with you over the telephone before finalising any booking.

Unfortunately we are unable to guarantee full and final repairs will be complete at a property after only one emergency call. This is because there are too many factors that can impact an engineer's ability to perform a full repair without having previously inspected the job's requirements. We do always guarantee that we will make any situation that we attend safe, and that we will try our very best to complete the final repair as quickly as possible. On occasion, some contractors may opt to perform a temporary repair as an alternative to leaving a client without running water, for example, and the usual guarantees on these repairs will not apply. The contractors will always have a reason for performing a temporary repair, and TOD see these as suitable interim solutions for some customers. If you feel a contractor has performed a temporary repair without reason, please follow our complaints procedure.

Scheduled Call

Our diary is often busy with clients who need work doing, but not necessarily right at this minute. Of course scheduled calls cost significantly less than emergency calls, as these enable us to manage our workload effectively and limit unnecessary travel. The same terms and conditions apply to scheduled calls as emergency calls, though often scheduled calls do have a higher first attendance final repair success rate due to the additional time the contractors have to liaise directly with the clients to establish their needs. As a rough guide, you can expect to pay a minimum of £125 (+VAT) altogether for a scheduled call. We have an average waiting time of 3-5 working days for scheduled calls, and we do require a non-refundable deposit to be paid in advance of making these bookings.

Boiler Service Call

We now offer annual boiler services and strip-down services as one-off visits or as part of our service plans, and we treat these very much like scheduled calls although the costs can vary. Please note we cannot service a boiler that has any faults on it and that if you are aware that your boiler is not working correctly for any reason it is necessary for you to book a diagnosis and repair as opposed to a service. Any faults found during a service will not be covered by the cost of the service. As of 01/01/24 our boiler service calls cost a total of £150 (+VAT), broken down as £100 for the service itself plus a £50 one off non-refundable booking fee.

Consultation Call

Some clients are unsure whether to try and repair their existing boiler or to simply replace it with a new one. Although we used to offer some of our time to our clients for free to advise under these circumstances, with the rising costs of fuel, this is simply no longer possible for us. Rather than remove

the option completely from our clients, we have decided to provide a consultation service, where, for £50+VAT (as of 01/03/24), one of our professionals will attend your property and offer you 30-45 minutes of their time to provide their best, impartial advice. If you request an estimate at this stage, for example for a new boiler installation, should you choose to go ahead, the £50+VAT that you paid for the consultation will be deducted from the final price of your boiler and installation.

Inspection Call

If you are considering one of our care plans but your property has not been inspected by one of our contractors, you can request a visit specifically to perform this inspection. Please note no labour beyond an inspection is included in the cost of £50+VAT for this.

Care Plans

Boiler Annual Service Plan

This is our basic service plan, and is available to any customer who does not wish to have to remember when their boiler service is due and wants to spread the cost. For just £12.99 (+VAT) per month you can rest easy knowing that one of our staff members will contact you when your service is due to book you in, and that an engineer will attend and perform the annual service as required. Please note if a strip-down service is required this would incur an additional cost of £70+VAT. The annual service would be covered in your monthly fee however if any faults are found during the service they would not be covered and further costs would be incurred to complete the service visit. The minimum length for this plan is one year.

Premium Care Plans

Please note that we do require that one of our contractors has inspected the boiler, plumbing or electrics at the property before we are able to provide any of the following care plans:

Boiler Emergency Cover Plan

If one of our contractors has inspected your boiler, either as part of a diagnostic and repair visit or for a boiler service, you may be eligible for our Emergency cover plan for your boiler. This would entitle you to a free annual boiler service for your first and second year of maintaining this plan, and a strip-down service would be included if required in your third year to prolong your boiler's lifespan. Also included are unlimited emergency calls for your boiler should they eve be required. Please be aware that no parts are covered with this plan should any need replacing on your boiler during this time, and any follow up labour required to fit any parts would be charged at £75+VAT per hour. This plan costs £24.99 (+VAT) per month and the minimum length is one year.

Electrical Emergency Cover Plan

If one of our contractors has inspected your property's electrics as part of a diagnostic and repair visit, you may be eligible for our Electrical Emergency cover plan for your property. This would entitle you to unlimited emergency calls for your electrics should they be required. Please be aware that no materials or parts are covered with this plan should any need replacing in your property during this time, and any follow up labour required to fit any parts would be charged at £75+VAT per hour. This plan costs £24.99 (+VAT) per month and the minimum length is one year.

Plumbing Emergency Cover Plan

If one of our contractors has inspected your property's plumbing as part of a diagnostic and repair visit, you may be eligible for our Plumbing Emergency cover plan for your property. This would entitle you to unlimited emergency calls for your plumbing should they be required. Please be aware that no materials or parts are covered with this plan should any need replacing in your property during this time, and any follow up labour required to fit any parts would be charged at £75+VAT per hour. This plan costs £24.99 (+VAT) per month and the minimum length is one year.

Premium Emergency Cover Plan

If you would like complete peace of mind, then we do offer a Premium Emergency Cover Plan which would entitle you to unlimited emergency call outs for your boiler, plumbing and electrics if they are ever required. This plan would also cover any parts required for any repairs up to the value of £150 per emergency call, and any follow up labour required to fit them. This plan costs £50 (+VAT) per month and the minimum length is one year.

If you would like to subscribe to any of the above plans with us but your boiler, plumbing or electrics have not been inspected by one of our contractors, you can book an inspection visit at a cost of £50 (+VAT), please just call us to arrange this.

TOD Privacy Policy

Privacy Statement of TOD Limited (Last updated: 05/04/2023)

Personal Data

Under the UK's Data Protection Act 2018 personal data is defined as having the same meaning as in the GDPR, which is as:

"any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person".

Please note that this Privacy Statement does not apply to data stored and processed by contractors of TOD Limited. Please contact the relevant contractors for their respective Privacy Statements.

Trades On Demand Ltd ("us", "we", or "our") operates http://www.tradesondemand.co.uk (the "Site"). This page informs you of our policies regarding the collection, use and disclosure of Personal Information we receive from users of the Site.

We use your Personal Information only for providing the services our clients (you) require and on occasion for improving the Site. By using the Site, you agree to the collection and use of information in accordance with this policy.

Information Collection and Use

While using our Site, or when contacting us, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. Personally identifiable information may include, but is not limited to your name ("Personal Information"). We may use your information for the following reasons:

The validation/adjustment of an insurance claim

The management of an insurance claim on behalf of your insurer

The management of an insurance claim on your behalf

The management of repair works to your property

The consideration of you joining our business as an employee

The consideration of you or your business joining our network of contractors

We may pass your personal data on to third-party service providers contracted to TOD Ltd in the course of dealing with you. This is necessary to ensure we provide a thorough and efficient service.

Any third parties that we share your data with are obliged to store your details securely, and to only use them to fulfil the service they provide you on our behalf. When they no longer need your data to fulfil this service, they will dispose of the details in line with TOD Ltd's procedures.

Log Data

Like many site operators, we collect information that your browser sends whenever you visit our Site ("Log Data").

This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser type, browser version, the pages of our Site that you visit, the time and date of your visit, the time spent on those pages and other statistics.

In addition, we may use third party services such as Google Analytics that collect, monitor and analyze this data for the purposes of improving the services we provide.

Communications

We will not use your Personal Information to contact you with newsletters, marketing or promotional materials. We will only ever contact you if it becomes necessary during the course of providing the services you have requested; for example, if the contractor is unable to locate your property and has been unable to reach you themselves.

Cookies

Cookies are files with small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on

your computer's hard drive.

Like many sites, we use "cookies" to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Site.

Security

The security of your Personal Information is important to us, but remember that no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

Changes to this Privacy Policy

This Privacy Policy is effective as of 05/04/2023 and will remain in effect except with respect to any changes in its provisions in the future, which will be in effect immediately after being posted on this page.

We reserve the right to update or change our Privacy Policy at any time and you should check this Privacy Policy periodically. Your continued use of the Service after we post any modifications to the Privacy Policy on this page will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Policy.

If we make any material changes to this Privacy Policy, we will notify you either through the email address you have provided us, or by placing a prominent notice on our website.

Contact Us

If you have any questions about this Privacy Policy, please contact us.

If you wish to find out what data TOD holds about you, in accordance with article 15 of the GDPR, TOD will respond to any Subject Access Request received within 30 days.

Please note you will need to provide formal identification when making a subject access request.

Contact details of the Data Protection Officer:

Contact Name: Alec Horsfield

Address: Apartment 55, 5 St John's Gardens, BL9 0QY

Email: Alec@tradesondemand.co.uk

Phone: 07411178008

What happens when I book a visit?

Welcome to our booking information page

Once you have booked with us, we get to work straight away to identify our nearest contractor who is readily available and get them on their way. We will send you a text message or email to confirm you have paid and to remind you of the Terms and Conditions as soon as we can after you have made payment. We will send you another text message or email as soon as the contractor has been dispatched to confirm, and to provide you with their contact details in case you need to speak with them directly. Once you have received this second text message or email, our service is complete.

TOD estimates that on average it can take around 15 minutes to identify the most appropriate contractor for the job and to dispatch them, although in some rare cases it can take much longer. As stated in the terms by clauses our goal is for a contractor to be with you within 2 hours of you booking with us, unless alternative arrangements have been agreed.

As TOD provides “urgent repairs” under section 28 of the 2013 No 3134 consumer protection 'Limits of application: circumstances excluding cancellation' you understand that if you cancel our same-day service, you will not be entitled to a refund for the deposit paid. The reason for this is that the service we provide begins immediately from the moment of payment. This is to ensure no unnecessary delays for you, our clients.

FAQs

"I've accidentally booked an urgent service and my problem isn’t urgent?"

If you've mistakenly booked an urgent service, it is very important that you let us know as soon as possible.

Given the nature of the booking request, this service may have been completed by the time you contact our company, and therefore a contractor may already be on the way to you by the time you make contact. Under these circumstances, we will not be able to offer you a refund for the deposit paid.

However, if the service is not complete and we have yet to finalise arrangements for a contractor to visit your property, you may be entitled to a partial refund. In some circumstances, partial refunds may be offered as a gesture of good will from TOD.

By explaining your booking is not of an urgent nature as soon as possible, you may be able to save some money.

"How do I cancel?"

If you need to cancel a booking with us, it is very important that you let us know as soon as possible by calling 07411178008. Please do not text this number as we can not guarantee that the text will be read immediately. We will send you a text message or email after the conversation to confirm the cancellation.

As explained above, because we're an emergency service dealing with urgent repairs, the service we provide begins as soon as the payment is made, so we are unfortunately not able to offer full refunds in the event of cancellations. We do accept that if the service is not complete however, we may be able to offer either a partial refund of £30 or a gesture of good will.

The partial refund is only considered if the service is incomplete and we haven't yet finalised arrangements for a contractor to visit your property. The service is complete as soon as we have sent the contractor your details.

If you cancel, you will not be liable for the labour costs unless the contractor has

already arrived at your property.

"What are the chances of getting the problem fixed?"

The chances of getting a permanent job done are between 60 to 85% depending on the type of job the engineer is attending. Unfortunately we are not able to guarantee that every repair will be completed permanently, as in some instances, unique or unusual parts may be required and we are not able to keep every part for all of the boilers currently in use in stock, just for an example. Please do not hesitate to ask for further information about this when you call us if you have any concerns.

"I've not accepted any terms and conditions?"

It is clearly indicated on the Website that Terms and Conditions apply at all times. In most cases, our clients need our contractors to arrive as soon as possible, and do not want us to spend the time reading them all out over the phone. We do remind our clients that Terms and Conditions apply by text message as soon as they have made a booking.

TOD accept no responsibility if our clients neglect to read the Terms and Conditions. They still apply under any and all circumstances.

Please feel free to visit the aftercare page and the terms by clauses if you still have any questions, or contact us directly.

Aftercare By TOD Limited

Welcome to our aftercare page. This information outlines what you can expect after our service has been provided.

As explained in our booking information page, our service is complete once the contractor has been dispatched and our terms by clauses have already been accepted by our client.

We understand that from time to time things may not go according to plan after this point and we have therefore outlined the aftercare we are able to provide below. These apply to any client or representative of the client and our contractors respectively.

"What if I am unhappy with the service I have received?"

Depending on the reason for your dissatisfaction, there are different options for you to pursue this.

All of our contractors are responsible for their own work so if you are not happy with the quality of the work conducted in the first instance we advise you to take this up verbally with the contractor directly. In the event that there is no resolution, TOD Limited are happy to provide support and advice and you should send your concerns to alec@tradesondemand.co.uk.

If the complaint is about our company and the service we provide, then the complaint must be sent directly to alec@tradesondemand.co.uk.

If you are still not happy after TOD Limited has investigated your complaint, we advise you to speak to either trading standards, citizens advice or a solicitor regarding your issue.

"Is there a guarantee with the work from either TOD Limited or the contractor?"

As outlined above all work completed is the responsibility of the contractor attending. Any work regarded as temporary is not guaranteed. Work could be regarded as temporary for a number of reasons, including but not limited to emergency repair work completed on an obsolete appliance or a poorly constructed

system. Our contractors should make you aware when they cannot guarantee any work they have completed. Any work completed permanently is guaranteed by law for a minimum of 12 months unless it is reasonable that it cannot be as outlined in clause 13 in the terms by clauses.

There is no guarantee that an engineer can complete the the job on their first visit as parts may be required but the contractor will make sure any problem is made safe.

Contractors Terms

Welcome to Contractors terms laid out by TOD Limited

Before registering as a contractor on our site, it is very important you understand the process and the terms laid out by TOD Limited which will help protect the client and the contractor from any complaints.

Please note that it is important that you read all of the terms including any information on the pages that we have provided links to below.

Contractors Terms & Conditions

When registering you will agree that you fully understand the terms page laid out to the client by TOD Limited at the top of this website. These are the terms before booking an emergency to support the client and the contractor attending the job.

The contractor also understands the full terms by clauses 1 to 21 laid out by TOD Limited.

The contractor fully understands the rates paid directly to the contractor at the end of the first job being the first hour's labour plus material, if the contractor was to do any further work past the hour or the next day or there after, further authorisation is required directly from the client or the person acting on behalf of the client.

All contractors must be willing to accept a BACS transfer as payment and at least two of the following; cash, card payment, cheque or paypal. If the contractor is not able to take payments by card or use PayPal, then the contractor must accept either a cheque or bank transfer. The contractor can not demand cash as the only method of payment. The contractor must give the client a receipt for all payments made.

Any payments to the contractor for their work or for materials is paid by the client.

The contractor also agrees to attend the property within the time frame given. This will be clearly indicated on the text message received, and the contractor is responsible for contacting us to confirm if they believe there has been any misunderstanding or if they are no longer able to attend.

The contractor will not ask for payment until the job has been completed. The

contractor will also make the client aware of any parts being used as part of the emergency as well as the cost of them.

The contractor does not need to get written authorisation for the first £50 worth of materials required, but if the cost of the materials required is greater than £50 then written authorisation from the client is necessary.

Engineers must charge from the time of arrival and not for travelling time. If the client insists that a part required is obtained and installed on the same day, then a charge of an additional 25% can be added to the cost of the part. It is not acceptable for our engineers to charge for labour if they need to travel to obtain a part unless this is agreed to by the client.

If the contractor receives a call from us and agrees to attend an emergency but does not receive a text containing the client's details then the engineer must call us back to explain that no text has been received. It is likely that this is due to an error. We will always call our engineers back when a cancellation has been made, and follow this up with a text message to confirm.

We also advise the contractor to get as much information in writing to support any possible complaint cases arising in the future, for example if the client contacts you directly to cancel, as TOD Limited also require evidence of this.

If a client cancels when the contractor is en route, assuming they obtain written confirmation of the cancellation, TOD Limited may authorise a discretionary inconvenience fee of £30 including any VAT if applicable.

Further work past the contracted hour

If the contractor in question is requested to do further work outside of the contracted agreement with TOD Limited, they must notify us by sending TOD Limited a text or an email to Alec@tradesondemand.co.uk or by sending a text to the member of staff who sent them the job details.

How has the client accepted the terms of TOD Limited

As explained in the link to the terms, our terms are made clear on our website and any of our advertising will include the phrase “Terms and conditions apply.” By using

our service, the client automatically agrees to our Terms and Conditions even if they have not read them. TOD are responsible for making the Terms and Conditions readily available. It is always the client's responsibility to read them.

If the client questions their agreement to the terms, we advise our contractors to signpost the client to the text message or email they have received after making the booking which reminds them of the terms they have agreed to.

Complaints Policy

Welcome to our Complaints Policy

As with any company, sadly, from time to time things do go wrong.

If you have a complaint about us or our service, the best course of action to take is to call us first to discuss it. Most complaints can be resolved quickly and easily this way.

If you are still not satisfied after speaking with us, the next thing to do is to put your concerns in writing to alec@tradesondemand.co.uk. It is best if you send the email from the address you provided when booking with us, although this is not strictly necessary as we can use other means to verify your identity.

Once we have received your complaint, we will perform an investigation and get back to you with our findings as soon as possible.

If your complaint is upheld, we will try to resolve it as best we can. This may be an offer of a refund, sending another contractor to you free of charge or a bespoke resolution that we think meets your needs.

Most complaints are resolved within 48 hours. However, some more complicated investigations can take much longer. We will keep in contact with you regularly during the complaints process to keep you informed of our progress.

Before making a complaint, it is very important that you have read and understood our Terms and Conditions and that you are aware that these still apply whether or not you read them before booking with us.

If your complaint relates to the contractor who attended or the work they performed, then your complaint should be raised directly with them as they are responsible for their own conduct and work. We would like to be kept informed of any complaints regarding the contractors we use to ensure that any contractors who breach our terms and conditions with them are removed from our system accordingly

What if I want a refund?

From time to time, our clients might feel like they should receive a refund for the payment made to TOD Limited for various reasons.

As outlined in the Terms by clauses, TOD Limited provide a service delivering “urgent maintenance or repairs” under the Consumer Contracts Regulations 2013 No: 3134 and therefore under Section 28, paragraph 1(e) your automatic right to a refund does not apply.

However, if our engineer does not arrive within the agreed timescale, which is normally two hours for emergency calls unless otherwise agreed, we may be able to offer a refund or a gesture of goodwill. Please follow our complaints procedure if you wish to request this.

If you are sending us an email, your email address should match the email we have from you on our system and if it doesn't match, due to GDPR we will have to contact you to verify your email address which could delay the investigation.

Gestures Of Good Will

On occasion, TOD Limited may receive a request for a refund from a client who is not entitled to one, but unique circumstances may allow for a gesture of goodwill. Please be aware that TOD Limited are under no obligation to offer these.