

TRACINGUK

TERMS & CONDITIONS

Service Provider

“TracingUK” is a value added service specifically provided by Thomas Hannah & Company, Messengers at Arms & Sheriff Officers, who are the sole providers of this service. All communications should be addressed via appropriate email address supplied or by post to “TRACINGUK” or alternatively “THOMAS HANNAH & COMPANY” at 9 Mansfield Place, Edinburgh EH3 6NB, Scotland, UK.

Reports

All reports are deemed to be accurate at the time of reporting and information shall be supplied as to the manner of how the traced address was confirmed and any additional useful information obtained at the time within Data Protection legislation guidelines.

Success Status Classification

The Client(s) shall be charged on the basis of a positive trace if either a NEW address has been supplied or if the subject is still shown to be living at the original address provided by the Client(s), is deceased, bankrupt or still retains the last known employment status or is found to be unemployed all unless otherwise agreed.

Re-Checks

All re-checks if requested shall be carried out within 60 days of the original report; re-checks requested after 60 days of the original trace report shall be dealt with as a new trace instruction. If our initial trace report has been found to be incorrect, we shall supply a fresh trace report at no extra cost if indeed a “positive trace” can be subsequently obtained. Where a positive trace report has been found to be correct at the time of its original submission and further information comes to light confirming new address information within the 60 day period, a further “positive trace” fee shall be chargeable in addition to the original fee. Should further tracing action prove negative within the 60 day period, we shall issue a credit note in the case of a volume client or a full refund by cheque in the case of a “one off” instruction.

Invoices

All invoices shall be issued to the Client(s) under the name of Thomas Hannah & Company and payment for services rendered must be made by the Client(s) to Thomas Hannah & Company at 9 Mansfield Place, Edinburgh EH3 6NB or via Thomas Hannah & Company’s designated bank account.

VAT

All fees quoted are subject to VAT at 20% and a proper VAT invoice supplied detailing this.

Payment Terms

In the case of “one off” or irregular trace instructions received on a NO FIND – NO FEE basis, any subsequent trace information obtained shall be not be released to the Client(s) until full payment is received either by cash, cheque or direct payment into our bank account details of which shall be supplied to the client with any successful trace payment request. In the event that the Client(s) supply a regular volume of traces per month, trace information shall be regularly released on completion and full payment will be required within 30 days of our invoice unless otherwise agreed.