



BEING AN AGE UK LINCOLN & SOUTH LINCOLNSHIRE TRUSTED TRADER

What are the benefits?

- As an Age UK Lincoln & South Lincolnshire Trusted Trader, your details will be held on a database and passed on to customers requesting such services.
- You will be able to promote yourself as being an Age UK Lincoln & South Lincolnshire Trusted Trader and benefit from the positive publicity that this can bring, whilst you remain on our Trusted Traders Directory.
- Your information and details will be on display at our information desk and the Trusted Traders Directory will be promoted on our social media pages and on our website.
- Please note that, whilst we are confident of the benefits of being an Age UK Lincoln & South Lincolnshire Trusted Trader, we cannot guarantee that you will derive any increase in your business or particular benefit. Neither can we guarantee or make any promises about the number of relevant customer service requirements we will refer to you.
- As an Age UK Lincoln & South Lincolnshire Trusted Trader and subject to your full compliance with our stipulations, we shall permit you to use the Age UK Lincoln & South Lincolnshire logo at the bottom of your letterhead, quotations, invoices and business cards. The logo will be supplied to you upon approval as a Trusted Trader. You may also describe yourself in the course of trade as being an "Age UK Lincoln & South Lincolnshire Trusted Trader" for the duration of your appointment.

What does it cost?

- Being an Age UK Lincoln & South Lincolnshire Trusted Trader will cost £120 per year (pro rata for your first year). This can be made in installments if an agreement is made with us to this effect.
- We do not charge a fee per customer/customer's contact details referred to your service.
- Once we have approved your application, we will invoice you for the pro rata annual fee using the contact details you have provided. Admission onto the list is subject to you making payment and funds clearing within 14 days.
- All sums payable are exclusive of VAT and any other taxes and duties for which you shall be additionally liable.

- We shall be entitled to vary our standard charges by giving you one month's notice.
- All fees once paid are non-refundable.

Dealings with Customers

- Your status as an Age UK Lincoln & South Lincolnshire Trusted Trader is conditional at all times on your commitment to and compliance with Age UK Lincoln & South Lincolnshire's Customer Charter.
- We work to facilitate communication between service providers and customers. We do not act as anyone's agent and your contract will always be solely between you and your customer. We do not act as an intermediary between you and your customer.

Customer Feedback

- We stress to customers that positive feedback is just as important as negative feedback and we ask that they give every Age UK Lincoln & South Lincolnshire Trusted Trader fair and reasonable feedback.
- We do not check customer feedback for accuracy or censor any comments and cannot be held responsible for what Age UK Lincoln & South Lincolnshire customers say about you.

Trader Feedback

- Traders are welcome to provide Age UK Lincoln & South Lincolnshire with feedback at any stage.

Use of Age UK Lincoln & South Lincolnshire's Name and Logo

- The size of the Age UK Lincoln & South Lincolnshire logo must not be any larger than that provided in any circumstances and must always appear smaller than your own name and logos. You agree to comply with any directions that we give you in relation to this. You may not adapt the Age UK Lincoln & South Lincolnshire logo in any way other than its size without our prior written permission.
- You agree to cease all use of the Age UK Lincoln & South Lincolnshire logo and to cease holding yourself out in any way as being an Age UK Lincoln & South Lincolnshire Trusted Trader if your appointment is terminated for any reason.
- Any goodwill which is generated in the Age UK Lincoln & South Lincolnshire logo, our name or other trademarks by virtue of your use of them shall be owned solely by us. You agree to do all such things and to sign any documents required by us to confirm and perfect our ownership and rights in our trademarks and the goodwill attached to them.

- The right to use our logo is a non-exclusive license and subject to our absolute discretion. It may only be used by you for the purposes set out in this document.

Complaints

- If we receive a complaint about you or your goods or services, we are under obligation to our customers to take it seriously. We shall decide on the individual facts and in our sole discretion whether or not to investigate the complaint. In either case, we shall not be obliged to inform you about it or pass any details to you.
- If we decide to investigate the complaint, we will require you to co-operate with us fully. If the complaint calls into question your compliance with Age UK Lincoln & South Lincolnshire's Customer Charter or any other serious matter, we shall be entitled to immediately suspend your Trusted Trader status. You accept that this is necessary in order to protect the integrity of Age UK Lincoln & South Lincolnshire and does not mean that we have accepted that the complaint is justified.
- If you wish to make representations to us in the case of any complaint, we will do our best to give this proper consideration.
- Lincolnshire Trading Standards can offer advice and support to the trader regarding any legal situations that may arise.
- If your application to become an Age UK Lincoln & South Lincolnshire Trusted Trader is rejected, we will tell you what the problems were and you will be given three months in which to make the necessary improvements or changes to your services. If you have not remedied the problems within that time, you will not be able to apply again for the next twelve months.

Important Information

- Your appointment as one of our Trusted Traders does not guarantee you any work, status, opportunity or financial benefit.
- The benefits of being a Trusted Trader are limited to those listed in this document, subject to the limitations referred to herein, and are available only for the duration of your appointment.
- Your appointment does not establish any intention to create legal relations between us. There is no contract between you and Age UK Lincoln & South Lincolnshire, nor does your appointment create any partnership, agency or other formal legal or equitable relationship with us.
- We do not accept any responsibility or liability for any work or opportunities that you may obtain by virtue of being a Trusted Trader, nor shall we be a contractual party to any orders placed with you by our customers or service-users.

- You may advertise that you are a Trusted Trader only while you are validly appointed.
- Your appointment as a Trusted Trader is non-exclusive. We reserve the right to grant this status to other contractors, as we see fit, to meet the needs and demands of our business or those we provide services to.
- Your appointment as a Trusted Trader is for a limited, non-permanent duration. Appointments will last for one calendar year at a time, or pro-rata if your appointment commences mid-year. There is no guarantee that your appointment in one year will lead to your successful appointment in any successive year. Renewals are not automatic and will be subject to payment of the annual fees and the successful screening of your application, the criteria for which may be subject to change.
- We may terminate your appointment for improper use of our branding or for any other substantial reason without notice.
- Your membership fee is non-refundable.
- Age UK Lincoln & South Lincolnshire accepts no liability whatsoever for any claim, loss, damage, injury or cost associated with membership of our Trusted Traders Scheme.
- You agree to promptly notify us if any of the information provided on your application form changes.
- You warrant that you know of no reason why you or your staff or agents are not appropriate to work with older or vulnerable people and that all work will be carried out by you or your employees and not sub-contractors or agents.

How to become an Age UK Lincoln & South Lincolnshire Trusted Trader

1. Complete the application form and submit it for consideration.
2. Please also read and acknowledge your commitment to comply with Age UK Lincoln & South Lincolnshire's Customer Charter.
3. We will start the screening procedure and may need to contact you for further information.
4. We will let you know whether or not you have passed the screening procedure and if your application has been successful.