



Internet Limited

Folgate House, Folgate Road
North Walsham, Norfolk. NR28 0AJ
Tel: 01692 500512 Fax: 0709 237 6707

MORTGAGE LEAD PURCHASE AGREEMENT TERMS AND CONDITIONS

DEFINITIONS

1. Mindcom is an abbreviation for Mindcom Internet Limited
2. Adviser(s) or "You" refer to the person, partnership or company to whom leads are sent
3. Lead(s) refers to contents of the form containing details of the enquirer
4. Enquirer refers to the person or persons who wish to be contacted to you

SPECIFIC TERMS

5. Advisers can allocate as many postcode areas as they wish. Mindcom reserve the right to limit the total number of advisers in postcode areas depending on lead volume generated.
6. Leads will be emailed to your inbox automatically. The nominated email address needs to confirm that leads have been received. Mindcom will not be responsible for any problems with nominated email addresses.
7. The minimum number of leads that we can supply per month is 12, unless prior agreement has been reached
8. Our leads will provide the following information: full name; postal address; email address; telephone number; property value; purpose of mortgage; mortgage amount; description of credit history. Any additional information is subject to availability.

PRICING

9. Pricing for leads will be reviewed on a regular basis. You will be notified of any change to the fee and given 10 days notice. Leads sent to you must be serviced by yourself or a representative of your company. You must not upsell leads without the prior knowledge and agreement of Mindcom.

BILLINGS AND REFUNDS

10. Mindcom will invoice on the Monday of each week for leads received during the previous week. Payment is due 7 working days following date of invoice.
11. If you fail to make payments for leads in accordance with this agreement but are owed at the same time monies by Mindcom Internet Limited, then you consent to Mindcom Internet Limited setting off those monies owed by you to Mindcom against those monies owed by Mindcom to you.
12. Following 2 written requests, Mindcom reserves the right to: charge an interest rate of 5% per month on any outstanding balances; apply a £200 debt recovery fee; suspend lead delivery.
13. Mindcom makes every effort to ensure that all our leads reach our quality control. However, if any of the leads are duplicates or if all contact details are incorrect, a refund or replacement lead will be offered. These are the only terms upon which refunds or replacements will be granted
14. Mindcom must receive refund requests within 3 working days after the lead being dispatched. Requests received after 3 working days will not automatically be issued with a refund, however they will be considered. Please email requests to admin@mindcom.co.uk
15. Mindcom cannot guarantee that the leads will be converted into business, and in the case of disputed leads all refunds are granted at the discretion of Mindcom Internet Ltd.

CONTRACT TERMINATION AND AMENDMENTS

16. Cancellation of this agreement can be made by either party in writing with a 10 working day notice period
17. Advisers may take a lead holiday for up to 20 days. Holiday requests must be communicated to Mindcom via email or in writing at least 48 hours prior to the holiday period. If the holiday period is longer than 20 days, the adviser may lose his/her allocated postcodes.
18. Mindcom reserve the right to amend their Terms and Conditions without notice