

TradeFlow CSR Solutions: Terms & Conditions

Last updated: 21 August 2026

These Terms & Conditions ("Terms") govern the use of services provided by TradeFlow CSR Solutions ("TradeFlow", "we", "us", "our"), a sole trader business based in Hyde, Greater Manchester, England. By signing up to or using our services, you ("the Client", "you") agree to be bound by these Terms.

If you have questions about these Terms, contact us at office@tradeflowcsr.co.uk before signing up.

1. Our services

TradeFlow provides AI-powered call answering and lead capture services for UK tradespeople and small businesses. Our services are offered in tiers:

- **Message Handler:** 24/7 AI call answering and lead capture, starting at £159/month
- **Office Assistant:** extended features, priced on application
- **Growth Partner:** full-service package, priced on application

Full details of what's included in each tier are set out on our website and/or in your sign-up confirmation. We reserve the right to update the features included in each tier from time to time, and will give reasonable notice of any material changes that reduce the service provided to existing clients.

2. Setup and onboarding

- There are no setup fees for our standard service.
- Onboarding typically involves diverting your existing business number to our system. You keep your existing number and do not need to change it with customers.
- You are responsible for providing accurate information about your business (trade type, call-handling preferences, contact details) so that we can configure the service correctly.

We are not liable for missed or misdirected leads arising from inaccurate information you provide.

3. Fees and billing

- Fees are billed monthly in advance, via Direct Debit (GoCardless) or card payment (Stripe), unless otherwise agreed in writing.
 - Invoices are issued electronically.
 - Prices are quoted in GBP. **TradeFlow CSR Solutions is not currently VAT-registered, and no VAT is charged on our fees.** Should this change, we will notify existing clients and update our pricing and invoices accordingly.
 - We reserve the right to change our pricing with at least 30 days' notice to existing clients. Continued use of the service after a price change takes effect constitutes acceptance of the new pricing.
 - Failure to pay an invoice when due may result in suspension of service until payment is received.
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4. Contract term and cancellation

- Our services are provided on a rolling monthly basis. There is no long-term contract or minimum term.
 - You may cancel at any time by giving notice to office@tradeflowcsr.co.uk. Cancellation will take effect at the end of the current billing period, and no further payments will be taken after that date.
 - We reserve the right to suspend or terminate service immediately in cases of non-payment, misuse of the service, or breach of these Terms.
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5. Acceptable use

You agree not to use TradeFlow's services:

- For any unlawful purpose, or to facilitate unlawful activity
- To harass, abuse, or deceive callers or third parties
- In a way that infringes the rights of others, including data protection or intellectual property rights

We reserve the right to suspend or terminate service if we reasonably believe these Terms are being breached.

6. Service availability

- We aim to provide a reliable, highly available service, but we do not guarantee uninterrupted or error-free operation. Our service depends on third-party providers (including telephony, AI, and cloud infrastructure providers), and outages at these providers may occasionally affect service availability.
 - We will use reasonable efforts to notify clients of any planned maintenance or known service disruption.
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7. Data handling

Our collection and use of personal data (including caller data captured through the call-answering service) is governed by our [Privacy Policy](#) which forms part of these Terms. Where TradeFlow processes personal data on your behalf as part of delivering the service, TradeFlow acts as a data processor and you (the Client) remain the data controller for that data, unless otherwise agreed in writing.

8. Liability

- To the fullest extent permitted by law, TradeFlow's total liability to you arising out of or in connection with these Terms, whether in contract, tort, or otherwise, is limited to the total fees paid by you in the 3 months preceding the event giving rise to the claim.
- We are not liable for any indirect, special, or consequential losses, including loss of profit, loss of business, or loss of opportunity, arising from use of our services.

- Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud, or any other liability that cannot be excluded or limited under English law.
 - We are not liable for missed calls, lost leads, or other losses arising from outages or failures of third-party providers (e.g. telephony, internet, or cloud service outages) outside our reasonable control.
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9. Intellectual property

All materials, branding, scripts, and technology used to deliver TradeFlow's services remain the property of TradeFlow CSR Solutions or its licensors. Nothing in these Terms transfers ownership of any intellectual property to the Client, except where explicitly agreed in writing.

10. Termination

Either party may terminate the agreement:

- By the Client, at any time, per the cancellation terms in Section 4
- By TradeFlow, with reasonable notice, or immediately in cases of breach, non-payment, or misuse as described above

On termination, TradeFlow will cease providing the service and, where reasonably practicable, assist with a smooth handover (e.g. reverting call diversion), unless the termination is due to a breach by the Client.

11. Changes to these Terms

We may update these Terms from time to time to reflect changes in our services or the law. We will notify existing clients of any material changes. Continued use of the service after such changes take effect constitutes acceptance of the updated Terms.

12. Governing law

These Terms are governed by the laws of England and Wales, and any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

13. Contact us

TradeFlow CSR Solutions Hyde, Greater Manchester Email: office@tradeflowcsr.co.uk