

# How to reject a job lead

We do our very best to ensure you get great quality leads from us. That is why we allow you to reject any job lead that isn't legitimate.

From time to time we will send you a dud lead. Either the customer won't pick up their phone, they have decided not to go ahead with the job or a whole host of other reasons why they don't want you to come and quote.

Unfortunately we cannot control the customers. What contact details they give us, whether they answer the phone or not. What we can control is what job leads you actually pay for.

At the end of the day, if you don't quote the job leads we sent, you don't pay for it. Simple. So if we do send you a 'dud' lead, just email it back and we will take it off your bill. Like I said, we only charge you for quality leads and we ask you to work with us to make this a high quality and personalized service for you and your company.

*Below is from our terms and conditions (also attached) with the reasons for rejecting leads.*

## **Acceptance of Leads**

The Quote Company charges for leads irrespective of whether or not a sale is concluded between the contractor and the potential customer.

We do not charge a commission on sales that do go ahead.

Contractors have the option of rejecting leads for the following reasons:

- The customer is non-contactable within 7 days - provided that you reject the lead after 4 business days and before 7 business days of us providing the lead.
- The customers cannot be contacted via the phone numbers supplied - provided you reject the lead within 2 business days of us providing the lead.
- The person is not likely to have the service completed within 6 months - provided you reject the lead within 7 business days of us providing the lead.
- The lead was received via your own marketing activities prior to receiving the lead from us - provided you reject the lead within 2 business days of us providing the lead; and
- The lead is outside of the specified geographic area - provided you reject the lead within 2 days of us providing the lead.

Rejection of leads is only accepted by replying to the email of the specific link with the stated reasons why and within the time period specified above.