

1. The site, www.lettingprotection.com/tenantreferencing is operated by LetsXL Limited for the purpose of providing Online Referencing Services.
Access and use of these web sites is subject to the following terms and conditions of use. By accessing these sites you signify your acceptance of these terms and conditions of use.
2. LetsXL Online Referencing Services are provided to landlords (hereinafter referred to as 'you') whose prospective tenant(s) and/or guarantor(s) (hereinafter referred to as 'the applicant') require referencing for the sole purpose of assessing suitability for meeting the commitments as set out in a tenancy agreement when taking a tenancy for purely residential purposes only.
3. You must ensure the Applicant has completed and signed either a LPS (Letting Protection Service), application form prior to requesting any LetsXL online referencing service. You will ensure that all Applicants who are referenced have given their express prior consent to the use of the relevant Online Referencing Service.
4. Payment for the services will be made prior to receiving your assessment report. Payments are to be made by debit or credit card only.
5. You will be charged in relation to the Online Referencing Service used and according to the prevailing charges as notified. LetsXL may modify these charges from time to time.
6. Refunds will not be made for any Online Referencing Service once your order has been submitted, received and acted upon by LetsXL.
7. The report for any 'Quick Tenant Check' will be provided immediately over the internet following successful data input and payment processing.
8. The final report for any 'Full Tenant Reference' will not be provided until we have received all references.
9. If you have not received a final report from us beforehand a status report will be provided to you within 72 hours.
10. Where we have been unable to secure a reference within 10 working days we will provide a status report to you and the order will be deemed to be complete. We will no longer actively seek any outstanding reference(s) but any subsequent information provided from referees will be accepted and processed.
11. The grades provided are based on our experience and as laid down by our internal criteria. The main criteria elements are explained within the User Guide.
12. The information provided on the reports is confidential. You agree that the information provided as a result of the assessment process shall not be provided to any third party other than those with a legitimate interest in the outcome of the assessment.
13. The information provided is our assessment of the responses we gather, and is provided in good faith. The information is for guidance purposes only. LetsXL make all reasonably expected endeavours to ensure that the information provided is accurate and current. However, LetsXL does not warrant that the information provided is accurate or complete. You acknowledge and agree that all information provided is provided by third parties and that LetsXL have no control over the accuracy or completeness of third party data.
14. Online Referencing Service Applications may be input online 24 hours a day.
15. Telephone calls regarding our services can be made to our customer support line on 0845 241 3411. Please note, any calls may be recorded for training and administration purposes.
16. Our customer service help line is available Monday to Friday 9.00am to 5.15pm, all calls will be charged at local rate. LetsXL reserves the right to modify these levels of service from time to time.
17. Access to our online services may be prevented by factors outside of LetsXL's reasonable control. LetsXL accepts no responsibility for any loss incurred from such an event.
18. Should LetsXL send or receive information that is inaccurate or incomplete arising from your or the applicant's error, LetsXL accept no responsibility or liability in connection with that error.
19. We are committed to protecting all the information we gather. No information will be disclosed, unless otherwise agreed, to any other party other than our business partners for business transaction purposes.
20. Public record information and call scores are secured from a secondary supplier (Callcredit) Any queries or complaints regarding the credit scores provided should be directed to them in writing at Callcredit Limited , One Park Lane Leeds West Yorkshire LS3 1EP.
21. Any complaints regarding standards of service or of any other nature should be made in writing direct to the Quality Manager at LetsXL Limited, Williams House, Mochdre Business Park, Colwyn Bay. LL28 5HE

The LPS Tenant Reference Product is provided by LetsXL Ltd in accordance with LetsXL Ltd's terms and conditions for the provision of such service.

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