

KJ Plumbers Terms & Conditions

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Terms & Conditions for Tradespeople

These terms govern your use of the KJ Plumbers platform as a plumber or plumbing business, including buying leads from our marketplace and using our job tools.

1. Introduction

KJ Plumbers is a trading brand of Brands Lab Group Ltd, a company registered in England and Wales (company number 13812441), whose registered office is Moss Bridge House, Moss Bridge Road, Rochdale, England, OL16 5EA. In these terms "KJ Plumbers", "KJ", "we", "us" and "our" mean that company.

We advertise for plumbing work across the UK, talk to the people who get in touch, and turn those conversations into structured enquiries. Some of those enquiries are offered to independent plumbers through our marketplace. Others we take on and manage ourselves.

These terms apply to you when you create or use a trade account, browse the marketplace, buy a lead, or use any of our job tools. By creating or using an account you accept them. If you do not accept them, do not use the platform.

2. Definitions

Account - the trade login we create for you or that you create yourself.

Customer - a person or business who submits an enquiry to KJ Plumbers.

Customer Information - a customer's name, telephone number, email address and full property address.

Lead - a qualified customer enquiry we make available on the marketplace.

Lead Fee - the amount payable to unlock a Lead, shown to you before you pay.

Marketplace - the part of your portal where Leads are listed for sale.

Purchased Lead - a Lead you have paid for and unlocked.

Plumber Job - work you agree directly with a customer after buying a Lead. You own it.

KJ Managed Job - a job we have accepted and are running ourselves, under a separate arrangement with you.

Platform - the KJ Plumbers website, portal, tools and communications.

Platform Fee - the percentage we retain when you choose to collect a customer payment through our optional payment facility.

Service Agreement - the contract between a customer and a plumber for plumbing work.

3. Eligibility and accounts

To hold a trade account you must be at least 18, be based in the UK and be legally entitled to carry out the work you take on.

You must give us accurate information, keep it up to date, keep your login secure and not let anyone else use it or hold themselves out as you.

We may ask you at any time for identity documents, qualifications, registrations (for example Gas Safe), insurance certificates or evidence of competence, and we may suspend access while we check them.

You are responsible for holding and maintaining the skills, qualifications, registrations, licences and insurance appropriate to every job you take on. Holding a KJ account is not a certification by us, and we do not warrant to customers or to anyone else that every account holder is suitable for

every job.

4. You run your own business

You use the marketplace as an independent business. Nothing in these terms creates employment, a worker relationship, partnership, agency, franchise or joint venture between us.

You decide whether to look at the marketplace at all.

You decide which Leads, if any, to buy - there is no obligation to buy any.

You decide your own availability, working hours and coverage area.

You decide whether to quote, and you set your own prices.

You are responsible for your own tax, National Insurance, VAT and business affairs.

We do not guarantee you any volume of leads, any work or any income.

5. How Leads are created

Customers contact us through our website, including through KJ, our AI assistant. We may qualify, categorise, summarise and geographically match those enquiries, and we may estimate the type of work likely to be involved and the value it might carry.

We decide which enquiries are offered on the marketplace, which are handled as KJ Managed Jobs, and which plumbers see which Leads. Availability varies and is not guaranteed.

6. What you can see before you buy

Before purchase we normally show the general area, the job category, an AI-written brief, the customer's own words from the KJ conversation, any photos or video they supplied, urgency, and an estimated value range for work of that type.

Customer Information is deliberately masked until purchase. You must not attempt to defeat that masking, or to identify or contact a customer whose Lead you have not bought.

Estimated job values are indicative only. They are a view on what work of that type typically bills at - not a quotation, not a promise of what this customer will spend, and not a statement that the work exists or will proceed.

7. Buying a Lead

The Lead Fee, and any VAT, is displayed before you pay. You choose freely whether to buy. Payment is taken by card at the point of purchase.

You are purchasing access to a customer enquiry - an introduction. You are not purchasing a job, and the Lead Fee is not commission on plumbing work.

Once payment succeeds we release the Customer Information to you. That is the whole of what we have agreed to supply, and it is delivered immediately.

We do not guarantee that the customer will answer, will still want the work, will ask you to quote, will accept your quote, will let you attend, will pay you, or that the job will be worth any particular amount.

8. Leads are not exclusive

Unless a Lead is clearly labelled as exclusive, we may make the same enquiry available to more than one suitable plumber, and more than one plumber may buy it. The customer may therefore be contacted by several plumbers, and speed and service usually decide who wins the work.

We show you how many plumbers have already bought a Lead before you buy it.

We may also cap the number of purchases, withdraw a Lead, stop further sales, make a Lead exclusive,

or change how the marketplace works.

9. Lead Fees and pricing

Lead Fees vary. We may price by type of work, location, urgency, estimated value, complexity, demand and other characteristics of the Lead.

Only the price displayed to you immediately before purchase is binding. Fees are shown exclusive of VAT, with VAT added and shown separately where it applies.

10. Refunds

Lead purchases are non-refundable. Once the Customer Information has unlocked, we have delivered what you paid for.

In particular, we do not refund because a customer did not answer, chose a different plumber, changed their mind, rejected your quote, wanted a smaller job than expected, or because you were unable to attend or did not make money on the job.

Separately from your contractual rights, our office may at its discretion issue a refund or a lead credit where a Lead was objectively defective - for example where the contact details were plainly fake, where a technical fault charged you twice for the same Lead, where the Customer Information failed to unlock after payment, or where the Lead was materially misdescribed because of an error in our systems.

To raise one of those, email info@kjplumbers.com within 7 days of purchase with the lead reference and what happened. Any credit or refund is made as a gesture and does not create an entitlement in other cases.

11. Customer information and data protection

When you buy a Lead you receive personal data about a real person. You may use it only to respond to that enquiry and to provide any services you go on to agree.

Do not sell, rent or pass on the data.

Do not add the customer to unrelated marketing without a lawful basis and the consents UK privacy and PECR rules require.

Do not share the details more widely than the job needs.

Do not contact the customer excessively or inappropriately.

Keep the data secure and delete it when you no longer have a reason to hold it.

You act as an independent controller of that data once it is released to you and are responsible for your own compliance with UK data protection law. Our own handling is described in our privacy information.

12. Your contract with the customer

For a Purchased Lead, any work you agree is a contract between you and the customer. We are not a party to it.

Scope, price, parts, attendance, timescales, workmanship, guarantees, waste, statutory compliance, invoicing, payment, complaints and any consumer cancellation rights arise under that contract and are your responsibility.

Equipment, materials, plant hire, subcontractors, insurance and liability for the work are yours. We provide software, not supervision.

13. Optional KJ job tools

You may use our tools to manage a Purchased Lead - quotes, notes, photos, visit records and payment

requests. They are provided free and as a convenience.

Using our software does not change who owns the job. A Purchased Lead stays plumber-owned and you keep 100% of the job value, unless we have separately agreed something different in writing.

14. Optional payment facility (Stripe)

You can connect a Stripe account and let a customer pay a quote through the platform. This is optional; you may invoice and take payment entirely outside KJ.

Where you use it, the payment is processed on our Stripe platform account and sent on to your connected Stripe account, less our Platform Fee and Stripe's own processing charges. Our Platform Fee is currently 5% of the amount collected and is shown to you before you send the payment link.

Stripe's terms apply to your connected account. Refunds, chargebacks, disputes and evidence for the underlying work are your responsibility as the supplier of the services; where a payment is reversed we may recover any fee already retained.

15. Paying outside the platform

For plumber-owned jobs you are free to take payment by bank transfer, card, cash or your own invoicing system. We take no percentage of a job simply because it started as a Purchased Lead.

16. KJ Managed Jobs

Sometimes we accept a job ourselves. We may then arrange attendance, engage a plumber, issue the quotation, take the customer's payment and manage the work. These jobs are identified as KJ Managed Jobs.

A KJ Managed Job is governed by the separate arrangement agreed between us and you for that job, including any agreed revenue share. These marketplace terms do not override it, and a Purchased Lead never becomes subject to a KJ revenue share merely because you used our tools to run it.

17. Conduct

Act professionally and communicate promptly and courteously.

Only take on work you are competent, qualified and insured to do.

Follow health and safety law, building regulations and applicable plumbing and gas regulations.

Quote accurately and honour what you commit to.

Do not harass customers or discriminate unlawfully.

Do not misrepresent your qualifications, registrations or insurance.

Serious or repeated breaches may lead to suspension or removal, and where safety or the law is engaged we may report the matter to the appropriate body.

18. Reviews

Where reviews are available, they must reflect genuine experience. Fake, bought, incentivised or manipulated reviews, and threats or inducements aimed at reviews, are prohibited. We may investigate and remove content that is fraudulent, unlawful or abusive.

19. Content

You keep ownership of the text, images, video, audio, documents and profile information you upload. You grant us a non-exclusive licence to host, store, process and display that content to the extent needed to operate the platform and provide the service to you.

You must have the right to upload whatever you provide.

20. AI features

We use artificial intelligence to talk to customers, triage and summarise enquiries, categorise leads, read uploaded media, suggest likely issues, estimate typical job values and assist with matching and administration.

AI output is assistive and can be wrong. It is not a professional diagnosis. You remain responsible for your own assessment on site, and safety-critical situations must always be assessed independently by you.

21. Platform availability

We aim to keep the platform available but do not guarantee uninterrupted access. Maintenance, outages and third-party failures happen.

22. Intellectual property

The KJ Plumbers brand, platform, software, interfaces, databases, AI systems and our own content belong to us or our licensors. You may use them only as these terms allow. Your own materials remain yours.

23. Prohibited use

Fraud or any unlawful activity.

Scraping, automated harvesting or bulk extraction of leads or customer data.

Attempting to reveal masked Customer Information or otherwise avoid paying a Lead Fee.

Reselling or redistributing our Leads without our written permission.

Creating fraudulent or duplicate accounts.

Interfering with, probing or attacking the platform.

24. Suspension and termination

You can stop using the platform at any time. We may suspend or close an account for non-payment, fraud, safety concerns, serious or repeated customer complaints, falsified documents, misuse of customer data, circumvention, platform abuse or unlawful conduct.

Where it is reasonable to do so we will tell you why and give you a chance to respond. Suspension does not entitle you to a refund of Lead Fees already incurred.

25. Liability

Nothing in these terms limits or excludes liability for death or personal injury caused by negligence, for fraud or fraudulent misrepresentation, or for anything else that cannot lawfully be limited or excluded.

Subject to that, we are not responsible for the conduct of customers or of other plumbers, for whether a Lead converts, for the value or outcome of any job, or for the accuracy of statements made by users. We do not accept liability for lost profits, lost opportunities or lost income arising from a Lead.

Subject to the first paragraph of this section, our total liability to you in connection with the platform is limited to the Lead Fees you have paid to us in the twelve months before the claim arose.

26. Your responsibility to us

You are responsible for losses, claims and reasonable costs we suffer that are caused by your breach of these terms, your misuse of customer data, or unlawful conduct by you or anyone working for you.

27. Changes to these terms

We may update these terms. Material changes will be notified by email or in the portal, and continued use after they take effect means you accept them. Changes do not apply retrospectively to Leads you have already bought.

28. Governing law

These terms are governed by the law of England and Wales, and the courts of England and Wales have jurisdiction.

Terms & Conditions for Customers

These terms explain how KJ Plumbers works when you contact us about a plumbing problem, and who is responsible for what.

1. Introduction

KJ Plumbers is a trading brand of Brands Lab Group Ltd, registered in England and Wales (company number 13812441), registered office Moss Bridge House, Moss Bridge Road, Rochdale, England, OL16 5EA.

We help you describe your plumbing problem, then either connect you with an independent plumber or, where we say so, take the job on ourselves. Using our website, chat or enquiry forms means you accept these terms.

Nothing here affects your statutory rights as a consumer.

2. Definitions

Enquiry - the details you give us about your plumbing problem.

Plumber - an independent plumbing business using our platform.

KJ Managed Job - a job we have told you we are supplying and managing ourselves.

Service Agreement - the contract for the plumbing work itself.

3. Using KJ Plumbers

You can chat with KJ, describe your problem, upload photos, video, audio or documents, give us your contact details and submit an enquiry. Please give accurate information - plumbers rely on it to judge the work.

You must be 18 or over to submit an enquiry.

4. KJ, our AI assistant

KJ is an AI assistant. It asks questions, reads what you send, gives general guidance and writes up your enquiry so a plumber understands it quickly.

KJ's guidance is general information, not a professional diagnosis, and it is no substitute for a qualified plumber inspecting the property. If you smell gas, suspect carbon monoxide, or have a leak affecting electrics, follow the emergency guidance on our site and contact the relevant emergency service or the National Gas Emergency line immediately.

5. What an enquiry is (and isn't)

Submitting an enquiry does not create a contract for plumbing work. It does not mean a plumber has accepted the job, that anyone will attend, or that a price has been agreed.

A job only exists once you and a plumber (or we, on a KJ Managed Job) agree what is being done and at what price.

6. How we connect you with plumbers

We may make your enquiry available to suitable independent plumbers so they can help. Plumbers first see a summary, your general area and what you told KJ. Your name, phone number, email and full address are released to a plumber when they take up the enquiry.

Sharing your details with plumbers in this way is how we deliver the service you asked for. Our privacy information explains what we collect, why, and how long we keep it.

7. You may hear from more than one plumber

Unless we tell you otherwise, more than one suitable plumber may be given the chance to respond, so you can compare availability and price. You are never obliged to use any of them. Tell us and we will stop further plumbers being given your enquiry.

8. Choosing a plumber

You decide who to engage. Before agreeing work it is sensible to check qualifications and registrations (for example Gas Safe for gas work), insurance, the written scope and price, timescales and any guarantee.

Any checks we carry out are done in good faith when a plumber joins; they are not a guarantee of the quality of future work.

9. Who you are contracting with

When you engage an independent plumber found through KJ Plumbers, your contract for the work is with that plumber, not with us - unless we have expressly told you the job is a KJ Managed Job.

A plumber responding to a marketplace enquiry is an independent business working under their own name and their own terms. We introduce them; we do not carry out the work.

10. KJ Managed Jobs

Where we accept and manage a job ourselves we will tell you clearly that it is a KJ Managed Job. In that case we arrange the plumber, issue the quotation, take payment and handle the job, and your contract for the work is with us.

11. Quotes

On marketplace jobs, quotes come from the plumber and are theirs. Check the price, whether VAT is included, what parts and labour are covered, the scope, the timescale, any guarantee and the payment terms before accepting.

Estimates you see on our site are indicative and do not bind any plumber.

12. Payments

You may pay a plumber directly by their own preferred method. Some plumbers also let you pay a quote through our platform; that payment is processed by Stripe and passed to the plumber, less our fee.

We do not hold your money in escrow, and paying through the platform does not make us the supplier of the plumbing work on a marketplace job. On a KJ Managed Job you pay us.

13. Cancellation rights

Where you agree work as a consumer away from the trader's business premises or at a distance, you generally have a 14-day right to cancel under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, and the trader must give you the required cancellation information.

If you ask for work to start within that 14-day period and then cancel, you may have to pay for what has already been done. Some rights do not apply to urgent repairs and maintenance you specifically requested.

On a marketplace job those rights are exercised against the plumber, who is the trader. On a KJ Managed Job they are exercised against us.

14. Your rights about the work

Under the Consumer Rights Act 2015 services must be carried out with reasonable care and skill, within a reasonable time and for a reasonable price where none was agreed, and goods supplied must be of satisfactory quality and fit for purpose.

Those rights sit against whoever supplies the work - the plumber on a marketplace job, or us on a KJ Managed Job. Nothing in these terms removes them.

15. Your responsibilities

Give accurate information about the problem and the property.

Provide safe and reasonable access when work is arranged.

Treat plumbers respectfully.

Do not submit fake enquiries, marketing, recruitment approaches or unlawful content.

16. Reviews

Reviews must reflect genuine experience. Fake reviews, defamation, threats, extortion or manipulation are not allowed and we may remove unlawful or fraudulent content.

17. Your content

You keep ownership of the photos, video, audio, documents and messages you send us, and you must have the right to send them. You grant us the licence needed to process your enquiry, pass relevant material to plumbers and operate and improve the service.

18. Privacy

We handle your personal data as described in our privacy information. In short: we use it to understand your enquiry, to pass it to suitable plumbers so they can help, and to run our business. Questions and data requests go to info@kjplumbers.com.

19. Platform availability

We aim to keep the site available but cannot guarantee uninterrupted access.

20. Liability

Nothing here limits liability for death or personal injury caused by negligence, for fraud, or for anything else that cannot lawfully be limited or excluded, and nothing affects your statutory rights.

We are responsible for the platform and the services we ourselves supply. On a marketplace job we are not responsible for the plumbing work, which the plumber contracts to provide and is liable for.

21. Complaints

If something is wrong with our website, our AI, how your enquiry was handled or how your data was used, contact us at info@kjplumbers.com or 01706 318200 and we will look into it.

If the complaint is about plumbing work on a marketplace job, raise it with the plumber first - they carried out the work and are responsible for putting it right. We will help where we reasonably can, and we act on reports of poor conduct, but we do not automatically take on liability for an

independent plumber's contract.

Complaints about a KJ Managed Job come to us and we handle them.

22. Access

We may restrict or remove access where the platform is being misused or used fraudulently or unlawfully.

23. Changes

We may update these terms and will post the updated version here with a new date. The version in force when you submit an enquiry applies to that enquiry.

24. Governing law

These terms are governed by the law of England and Wales. If you live in Scotland or Northern Ireland you may bring proceedings in your local courts, and mandatory consumer protections in your home nation continue to apply.

Brands Lab Group Ltd

Trading as KJ Plumbers - company number 13812441

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