



Blue  
Rocket  
Recruitment

Unit 14 & 15 | Freemantle Business Centre  
Millbrook Road East | Southampton | SO15 1JR  
Tel: (023) 8033 6633  
Email: hi@blueroCKETrec.co.uk  
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## Terms of Business

1. These Terms of Business are between **SDW Recruitment t/a Blue Rocket Recruitment** (hereafter called The Company) and the Client (employer) and are binding on The Company and the Client when The Company accepts the Client's instruction / order to provide The Company's recruitment services and/or solutions. The Applicant means the person introduced by the Company by way of acceptance of a CV, an application, email or any other form of introduction to the Client.
2. The headings contained in these Terms of Business are for convenience only and do not affect their interpretation.
3. The Company's *commitment fee* becomes payable upon the engagement of one of The Company's recruitment solutions with exception of the Traditional SDW Recruitment Contingency Recruitment Model service.
4. Unless otherwise agreed in writing by a representative of the Company, these Terms of Business shall prevail over any other Terms of Business provided to the Client & no alteration of these Terms of Business shall be valid unless approved in writing by a Director of the company.
5. The Client agrees to notify The Agency immediately of an engagement being accepted by an Applicant introduced to the Client by The Agency.

## Notification & Fees

6. **Full Mission Control Solution** - The Client agrees:
  - a) To pay the Company's fee of:
    - Commitment Fee: £800 + VAT – backed by our 100% Happiness No Fee Guarantee
    - Candidate Commencement Fee: £2000 + VAT
    - Completion of 3 Months Employment - *Salaries under £69,999*: £1000 + VAT
    - Completion of 3 Months Employment - *Salaries of £70,000+*: £3000 + VAT
    - Completion of 6 Months Employment: £1000 + VAT
    - Completion of 12 Months Employment: £1000 + VAT



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- b) All fees are due within 7 days payment terms from the date of invoice.
- c) The Company reserves the right to charge interest on invoiced amounts unpaid for more than 14 days at a rate of 4% above the base rate of Barclays Bank PLC from the due date until the date of actual payment.

7. **Lift Off** - The Client agrees:

a) To pay the Company's fee of:

- Commitment Fee: £399 + VAT – backed by our 100% Happiness No Fee Guarantee
- Candidate Commencement Fee: £550 + VAT (final fee)

b) All fees are due within 14 days payment terms from the date of invoice.

c) The Company reserves the right to charge interest on invoiced amounts unpaid for more than 14 days at a rate of 4% above the base rate of Barclays Bank PLC from the due date until the date of actual payment.

8. **Launchpad** - The Client agrees:

a) To pay the Company's fee of:

- Commitment Fee: £399 + VAT – backed by our 100% Happiness No Fee Guarantee

b) All fees are due within 14 days payment terms from the date of invoice.

c) The Company reserves the right to charge interest on invoiced amounts unpaid for more than 14 days at a rate of 4% above the base rate of Barclays Bank PLC from the due date until the date of actual payment.



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9. **Traditional SDW Recruitment Contingency Recruitment Model** - The Client agrees:
- a) The fee payable to The Company by the Client for the introduction of an Applicant is based on the Applicant's gross equivalent annualised remuneration, and is listed below (plus VAT at 20%):
    - a. £0 - £49,999: 16% of the Applicant's gross salary
    - b. £50,000 + 18% of the Applicant's gross salary
  - b) The Company at its sole discretion may offer discounts from the normal rate applicable, but any such discount shall automatically be revoked if payment is not received within fourteen days from the date of invoice, whereupon the full rate shall apply
  - d) All fees are due within 14 days payment terms from the date of invoice.
  - e) The Company reserves the right to charge interest on invoiced amounts unpaid for more than 14 days at a rate of 4% above the base rate of Barclays Bank PLC from the due date until the date of actual payment.
10. In the event of an Applicant leaving the Client's employ within 12 weeks of commencement of employment (for any reason other than through redundancy) where a discount in fee has been provided and the Company's fee has been paid within the 14 days payment terms, The Company will endeavour to seek a replacement at no extra cost; however, if The Company is unsuccessful in finding a replacement, the Client will receive a credit against the fee paid, which will be calculated as below:
- a. Up to 4 weeks' service by the Applicant: 70% refund
  - b. Between 4 and 8 weeks' service by the Applicant: 50% refund
  - c. Between 8 and 12 weeks' service by the Applicant: 30% refund
11. **100% Rebate Guarantee** - In the unlikely event should an Applicant that the Company has placed leave the Client's employ within the first 12 weeks of employment (with the exception of redundancy), the Company will provide the Client with a full, dedicated recruitment service again without any compromise on service level – if unsuccessful in finding a replacement, as long as the Client has paid the Company's introduction fee as per full fee structure (see clause 9a - not a discounted rate) and have settled the Company's invoice within the 14 days payment term, the Company will refund the fee paid / due in full.



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## 12. Suitability

- a) The Company endeavours to ensure the suitability of any Applicant introduced to the Client, however, The Company does not personally establish references and the Client must satisfy her/himself as to the suitability of any Applicant and will be responsible for taking up any references, including confirmation of any professional or academic qualifications provided by the Applicant / The Company.
- b) The Company will not be liable under any circumstances for any loss, damage or expense suffered or incurred by the Client arising from or in any way connected with the Company seeking an Applicant for the Client of the introduction by the Company to the Client of any Applicant or the engagement of any Applicant by the Client.

## 13. Confidentiality

- a) The Client must ensure all Applicants CVs, personal data, contact information and employment history and any such similar information should be treated as confidential and you must not disclose it to any third party. All information should be kept secure including any hard copies and the Client must ensure they comply with all current Data Protection laws and notify the Company if they feel there has been any breach of any kind.
- b) When utilising our Full Mission Control solution, introductions are confidential. Any information provided by The Company which is passed to a third party and results in the engagement of an Applicant renders the Client liable to payment of The Company's fee, as set out above. Once an introduction has been made by The Company, any direct approach / engagement by the Client to the Applicant within a period of six months from the initial introduction will result in the Client being liable to payment of The Company's fee.



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## 100% No Fee Happiness Guarantee

So, we stand behind our recruitment solutions with a 100% No Fee, Happiness Guarantee on all Commitment Fees paid on engagement of our services.

Here's how it works:

**Fixed Milestone Payments on Success:** Whether you choose our Full Mission Control or one of our direct hiring solutions, our fee structure is completely transparent and based on milestone success, fully aligned with the progress of the recruitment journey & driving long-term retention. The only payment we ask for at the start is our commitment fee, which is covered by this guarantee.

**Guaranteed Satisfaction:** After paying your commitment fee, if you feel that your chosen solution has meet your expectations, we'll work with you to solve this. If you're still not satisfied, you can choose to forgo the fee entirely. Your satisfaction is our top priority.

**Fair & Realistic Expectations:** While our 100% No Fee, Happiness Guarantee reflects our commitment to finding the best talent available for your requirement, it's important to approach recruitment with realistic expectations. Finding the perfect candidate both in terms of experience & team fit can be tough. Candidates occasionally pull-out, go to ground and accept counteroffers. Recruitment is not an exact science - human interactions and decisions are highly variable and influenced by emotions, preferences, and circumstances

We are confident that with all of our solutions, we can deliver results, introducing the best candidates, backed with a great service, always being open, honest & transparent throughout.

So, we ask you to please be mindful that we incur a lot of initial costs upfront, from job board marketing, time researching & approaching candidates, interviewing & presenting. This all comes at a cost to the business. We just ask you to be fair to us, and we will ensure you feel you get good value from us, every time.

**14 Day Payment Terms:** We listened, most companies are unable to make immediate payments on engagement, so we are happy to offer 14 days payment terms on presentation of our invoice. This also give you time to gauge the responses, get to know us a bit better and see how we work, prior to settling our commitment fee.