KAMRO

Terms & conditions

Permanent Recruitment Campaign Terms

Updated 20 November 2026

Complete terms for permanent recruitment campaigns supplied by Kamro.

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1 About this agreement

1.1 These terms apply to permanent recruitment campaigns supplied by [insert Kamro's full legal entity name, company number and registered office], trading as Kamro ("Kamro", "we", "us" or "our"), to the business purchasing the campaign ("Client", "you" or "your").

1.2 These terms do not cover temporary-worker supply or contractor engagements.

1.3 Your agreement comprises:

- **a** your purchase confirmation;
- **b** these terms; and
- **c** the package description shown on our website at the time of purchase, to the extent incorporated into your purchase.

1.4 If those documents conflict, the purchase confirmation takes priority, followed by these terms, followed by the package description.

1.5 Later website changes do not change the package already purchased. Any agreed departure from these terms must be confirmed by Kamro in writing.

1.6 These terms must be provided or made available to you before purchase and form part of the agreement you accept when purchasing the campaign.

2 Definitions

2.1 In these terms:

Campaign	means the recruitment services purchased for the vacancy identified in your purchase confirmation or consultation.
Campaign Fee	means the fee for that campaign, excluding VAT and before the application of any campaign credit.
Campaign Period	means the purchased period of 30, 45 or 60 calendar days, or another period expressly stated in your purchase confirmation.
Candidate	means a person introduced by Kamro for potential employment.
Introduction	means Kamro providing a candidate's CV or other information sufficient to identify that candidate for recruitment purposes, including through any candidate-access facility provided for the campaign.

Replacement Cover	means the replacement entitlement expressly included in your purchased package or purchased as an optional extra upfront.
Working Day	means Monday to Friday, excluding bank holidays in England and Wales.
In writing	includes email.

2.2 Calendar-day periods include weekends and bank holidays.

3 Scope of the service

3.1 Each campaign covers one vacancy unless your purchase confirmation expressly includes multiple vacancies.

3.2 We will provide the recruitment services described in your purchased package, using reasonable care and skill.

3.3 The Campaign Fee pays for those services. It is not a success fee and does not depend on a candidate being hired.

3.4 We do not guarantee a hire, a particular number of applications or introductions, or that a candidate will accept an offer, start employment or remain employed.

3.5 We screen candidates and decide which candidates to put forward. You may, on request, view all candidates processed for your campaign, subject to applicable data-protection requirements and lawful disclosure restrictions.

3.6 We choose the advertising channels, platforms and recruitment methods used. We may change them without giving notice, subject to any express commitments in your purchased package.

4 Fees and payment

4.1 The Campaign Fee and any optional Replacement Cover purchased upfront must be paid in full before the consultation call begins, unless we agree otherwise in writing.

4.2 All quoted fees exclude VAT. VAT will be added where applicable.

4.3 Additional-hire fees under clause 10 become chargeable when the relevant candidate starts work and are payable within seven days of the invoice date.

4.4 If any fees are overdue, we may suspend recruitment activity and Replacement Cover until payment is received.

4.5 A suspension for overdue payment does not extend the Campaign Period, the 45-day replacement eligibility period or any replacement campaign period.

5 Commencement, campaign timing and closure

5.1 Recruitment work begins when the consultation call starts.

5.2 The Campaign Period begins when the advert first goes live. The publication timestamp is evidence of that commencement date.

5.3 The Campaign Period runs in consecutive calendar days. It does not pause because of weekends, bank holidays, delayed feedback, a client-requested pause or suspension under these terms, unless we expressly agree otherwise in writing.

5.4 Once a candidate has accepted your offer in writing and you have provided the agreed start date, we may close the campaign on the basis that the vacancy has been filled.

5.5 A campaign otherwise ends when the Campaign Period expires or when it is cancelled under these terms.

5.6 Closure, expiry or cancellation does not remove obligations concerning fees, additional hires, confidentiality or any valid Replacement Cover.

5.7 If a candidate withdraws or fails to start after the campaign has closed, the matter is dealt with under any applicable Replacement Cover. Unused time on the original campaign is not reopened.

6 Vacancy information and advertising

6.1 You are responsible for the accuracy and completeness of vacancy information you supply, including:

- **a** salary, benefits and other remuneration;
- **b** location, hours and working arrangements;
- **c** duties and responsibilities;
- **d** essential experience, qualifications and authorisations;
- **e** the intended start date and employment notice periods; and
- **f** known health and safety risks and the measures taken to address them.

6.2 You must promptly tell us if information becomes inaccurate or incomplete.

6.3 We may prepare and publish adverts using the information agreed during the consultation without obtaining your approval of the final wording.

6.4 We normally send the advert for review. You must check it and promptly report inaccuracies.

6.5 Awaiting your review or feedback does not prevent publication or delay the start of the Campaign Period.

6.6 Material changes to the vacancy—including material changes to salary, location, duties or working arrangements—require a new campaign and Campaign Fee unless we agree otherwise in writing.

7 Client cooperation

7.1 You must provide the information and substantive feedback reasonably needed to conduct the campaign.

7.2 If we have requested feedback and you do not provide substantive feedback within five Working Days, we may suspend recruitment activity until it is received.

7.3 Acknowledging a message without addressing the information or decisions reasonably requested does not, by itself, constitute substantive feedback.

7.4 The Campaign Period continues during any such suspension. No additional campaign time is created unless we agree otherwise in writing.

7.5 The same cooperation requirements apply to replacement campaigns.

8 Acceptance and start-date notification

8.1 You must notify us in writing within two Working Days of a candidate accepting your offer in writing and provide the agreed start date.

8.2 Where relevant to an additional-hire fee or Replacement Cover claim, you must provide reasonable evidence of acceptance, the agreed start date and the actual first working day.

8.3 Late notification of written acceptance may, at Kamro's discretion, result in refusal of Replacement Cover. Cover is not automatically lost.

8.4 Late notification does not extend or reopen the original campaign and does not delay or restart the 45-day replacement eligibility period.

9 Previous contact with candidates

9.1 If you believe a candidate should not be treated as a Kamro Introduction because you were already actively recruiting that candidate, you must object in writing within five Working Days of our Introduction.

9.2 Your objection must include dated evidence showing active recruitment of that candidate before our Introduction.

9.3 Merely holding an old CV, having a candidate on a database or being connected on LinkedIn does not establish active recruitment.

9.4 Unless a qualifying objection is made within that period and supported by evidence, the candidate will be treated as a Kamro Introduction for the purposes of these terms.

10 Additional hires and onward referrals

10.1 Unless your purchase confirmation expressly provides otherwise, the original Campaign Fee covers the campaign for one vacancy and does not permit unlimited hires.

10.2 For each additional Kamro-introduced candidate hired who starts work within 12 months of their Introduction, a further fee equal to the original Campaign Fee is payable, plus VAT where applicable.

10.3 This fee applies whether:

- **a** the candidate is hired for the advertised vacancy or another role;
- **b** the original campaign is still running or has ended;
- **c** the hire was reported to Kamro or was discovered later; or
- **d** the employment follows you passing the candidate's details to a group company or another business.

10.4 Where you pass candidate details to another business and that business hires the candidate within the period in clause 10.2, you are responsible for the additional-hire fee.

10.5 Permission to share candidate information does not waive the additional-hire fee unless we expressly confirm that waiver in writing.

10.6 The fee becomes chargeable when the candidate starts work. It is payable within seven days of the invoice date, including where the hire is discovered and invoiced after the start date.

10.7 A replacement provided under an approved Replacement Cover claim does not itself attract an additional-hire fee. Any further hires beyond that replacement remain subject to this clause.

11 Cancellation and campaign credit

11.1 Campaign Fees are non-refundable, whether or not a hire is made, subject to any rights or remedies that cannot lawfully be excluded.

11.2 If you cancel before the consultation call begins, the amount paid becomes campaign credit rather than a cash refund.

11.3 If you cancel once the consultation call has begun, no campaign credit is due.

11.4 Campaign credit:

- **a** expires 12 months after the cancellation date;
- **b** may be used only by the purchasing company;
- **c** is not transferable to another company or person;
- **d** may remain with the same legal entity following a validated company-name change;
- **e** is applied to that company's next campaign; and
- **f** has no cash-redemption value.

11.5 Campaigns purchased using credit are charged at the prices applicable when the new campaign is purchased. You must pay any shortfall.

11.6 Any unused credit balance remains available until the original expiry date. Using part of a credit does not extend its expiry.

12 Replacement Cover: eligibility

12.1 Replacement Cover applies only where it is included in the original purchase or purchased as an optional extra upfront.

12.2 Subject to these terms, a claim may be made where a covered candidate:

- **a** withdraws after accepting the offer but before starting;
- **b** fails to start employment; or
- **c** resigns or is dismissed within 45 calendar days beginning with their actual first working day.

12.3 The 45-day period begins on the actual first working day, not the date of the offer, acceptance, agreed start date or notification to Kamro.

12.4 You must notify us in writing within two Working Days of learning of the withdrawal, failure to start, resignation or dismissal.

12.5 Late notification may result in Kamro declining cover at its discretion. Cover is not automatically lost solely because notice is late.

12.6 We may reasonably request information needed to assess the claim, including relevant acceptance, start-date and termination correspondence.

12.7 Replacement Cover is limited to one replacement campaign per covered hire.

12.8 There is no further replacement entitlement if a candidate hired through that replacement campaign withdraws, fails to start or leaves, unless we expressly agree otherwise in writing.

13 Replacement campaigns

13.1 An approved Replacement Cover claim provides a replacement recruitment campaign, not a refund, cash payment or guarantee of a replacement hire.

13.2 Triggering an approved claim does not create an additional campaign charge.

13.3 The replacement must be for the same vacancy, with materially the same salary, location, duties and working arrangements, unless we approve otherwise in writing.

13.4 The replacement campaign duration is the duration stated for Replacement Cover in your purchase confirmation or the package description applicable at purchase.

13.5 The replacement campaign clock starts only after we have approved the claim and received the information reasonably needed to launch it. We will confirm its commencement in writing.

13.6 The replacement campaign runs in consecutive calendar days. The cooperation requirements in clause 7 apply, including our right to suspend activity after five Working Days without substantive feedback while the clock continues.

13.7 If there is no applicable Replacement Cover, or a claim is declined in accordance with these terms, further recruitment requires a new paid campaign unless we agree otherwise in writing.

14 Hiring decisions and checks

14.1 You are responsible for the final hiring decision and for satisfying yourself that a candidate is suitable for your vacancy and business.

14.2 You are responsible for ensuring that all checks necessary for the employment are completed, including references, right-to-work checks, qualifications, professional authorisations and any lawful background checks appropriate to the role.

14.3 We may assist with aspects of the hiring process. That assistance does not transfer your responsibilities to Kamro.

14.4 If we expressly agree in writing to carry out specified checks, the scope of our agreed work is limited to those checks.

14.5 Nothing in these terms removes any legal obligation applying directly to Kamro.

15 Confidentiality and candidate information

15.1 Candidate information supplied by Kamro is confidential.

15.2 You must use that information only to assess candidates for recruitment, unless we agree otherwise in writing.

15.3 You must restrict access to people who reasonably need the information for that purpose and keep it secure.

15.4 You must not pass candidate information to a group company or another business without Kamro's written permission and a lawful basis for doing so.

15.5 Both parties must comply with applicable data-protection law in their handling of candidate information.

15.6 The additional-hire provisions in clause 10 apply to hires resulting from onward disclosure, whether or not the disclosure was authorised.

16 Liability

16.1 Subject to clause 16.5 and to the fullest extent permitted by law, Kamro is not responsible for a candidate's acts, omissions, conduct or performance, or for your decision to employ that candidate.

16.2 Subject to clause 16.5, Kamro excludes liability arising from your failure to carry out or satisfy yourself about checks for which you are responsible under clause 14.

16.3 Subject to clause 16.5, Kamro is not liable for loss caused by inaccurate, incomplete or misleading information supplied by you, or by your failure to comply with these terms.

16.4 A candidate withdrawing, failing to start or leaving employment does not, by itself, establish a breach by Kamro. Any applicable Replacement Cover operates in accordance with clauses 12 and 13.

16.5 Nothing in this agreement excludes or restricts:

- **a** liability for death or personal injury caused by negligence;
- **b** liability for fraud or fraudulent misrepresentation;
- **c** any statutory duty or liability that cannot lawfully be excluded or restricted; or
- **d** your rights or remedies to the extent they cannot lawfully be excluded or restricted.

17 Written communications

17.1 Email counts as written notice under these terms, including for acceptance notifications, prior-contact objections, cancellation requests and Replacement Cover claims.

17.2 Notices must be sent to the email address stated in the purchase confirmation or another address subsequently notified for that purpose.

17.3 Neither sending a notice to an incorrect address nor receiving an automated delivery-failure message establishes successful notification.

18 General

18.1 These terms, your purchase confirmation and the applicable package description form the agreement for the campaign.

18.2 An exception or concession for one campaign does not automatically apply to another campaign.

18.3 A delay in enforcing a right does not, by itself, waive that right.

18.4 If a provision is found to be invalid or unenforceable, the remaining provisions continue to apply to the extent legally possible.

18.5 This agreement is governed by the laws of England and Wales. The courts of England and Wales have exclusive jurisdiction over disputes arising from it.