

Terms & Conditions for Repair Businesses:

Effective Date: 19/03/2026

1. Accepting our terms

1.1 For the purpose of these conditions we refer to www.wearerepairs.com also known as Embrace Restoration Limited, trading as We Are Repairs, collectively known as “the website” or “we”. Our registered office is at 11, High Street, Ruddington, Nottinghamshire NG11 6HH. Our registered number is 16008373.

1.2 Embrace Restoration Limited, trading as We Are Repairs, provides its service subject to the following conditions. These terms and conditions of service may change from time to time without notice.

1.3 By using the website either as a member or viewer you confirm that you accept our terms and conditions.

1.4 Any questions relating to these terms and conditions can be put in writing to us at repair@wearerepairs.com.

2. Website Access

2.1 We will not be liable if for any reason our site is unavailable at any time or for any period. You agree that we shall not be liable to you or to any third party for any modification, suspension or discontinuance of the Service.

2.2 We reserve the right to amend or withdraw the service we provide on our website without notice.

3. Website Use

This website may only be used for lawful purposes. You cannot use the website for any unlawful purpose;

To promote any illegal activity, violence and sexually explicit material

To promote any form of discrimination

To harm, threaten, defame abuse or harass another person

To promote sexual, religious, spiritual or political content.

To promote anything that is deemed by us as offensive in a way that invades someone's privacy or is offensive or unacceptable

To create, check, confirm, update or amend someone else's databases, records, directories, customer lists, mailing or prospecting lists.

To provide any kind of customer lists or commercial information service as a source of material or contact data for any kind of marketing activity.

To tamper with, update or change any part of the website;

in a way that affects how it is run;

in a way that imposes an unreasonable burden on the website's technical systems or

using any automated means to monitor or copy the website or its content, or to interfere with or attempt to interfere with how the website works.

4. Listing on the We Are Repairs Directory

4.1 Directory listings can be submitted by anyone over the age of 18 on behalf of a UK Small Business (businesses with less than 15 premises across the UK). This directory is for repair businesses who charge for their services and as such applications for listing repair cafes or other directories will not be accepted but may still be charged.

4.2 By providing material to our website you grant us permission, free of charge, to use your material for social media and marketing purposes.

4.3 Any information you upload on your application to be posted on the website will be available for public viewing.

4.4 By providing material to the website, and for us to be able to use it, you confirm that:

your material is your own original work or you are authorised to provide it to the website;

your material does not take away or affect any other person's privacy rights, copyright or any other rights, and does not otherwise break any laws of England and Wales

you have the right to give us permission to use your content for purposes stated above.

4.5 You understand that we have the right to:

reject or refuse to post any material you have provided.

restrict, suspend or stop your access to all or any part of the website at any time.

remove any material from the website without notice, whether or not the material goes against any of our conditions.

4.6 All Premium Repairer and Featured Repairer listings are paid for on a monthly basis. Basic Listings are paid for on a yearly basis.

4.7 Members can cancel/delete their listing at any time; however a refund for the remaining subscription will not be offered. 14 days notice is required, prior to the next payment date, in order to cancel the direct debit.

4.8 When joining on a discounted special offer rate, if a member removes their listing within the discounted period, any reinstatement of the listing will be charged at the full price rate of the original subscription.

4.9 All Premium and Featured Repairer Membership applications are subject to a 10-point verification check. Please note, should your business fail this verification, the initial payment taken on application will not be refunded (it will be regarded as an application fee to cover administration costs) but your Direct Debit will be cancelled & no further payments will be taken.

4.10 By signing up to become a Business listed on the We Are Repairs Directory you agree to be bound by the Repairers Code of Conduct.

5. Liability

You agree that we shall not be liable for any damages, including but not limited to, damages for loss of profits or other losses resulting from:

the use or the inability to use the service;

the cost of procurement of substitute goods and services resulting from any goods, data, information or services purchased or obtained or messages received or transactions entered into through or from the service;

statements or conduct of any third party on the service; or

any other matter relating to the service.

You agree that it is your responsibility to insure your business for Public Liability Insurance and that claims cannot be made against We Are Repairs for matters arising in liability of repair work undertaken by your business.

6. The Law

The laws of England and Wales apply to your use of the website and these conditions. By using the website you agree that the laws of England and Wales will apply to everything relating to you using the website and you agree to keep to these laws.