RSS Website Terms of Use

Retail Spotter Solutions

Effective date: 20 November 2026

1 Who we are

This website is operated by The Ministry Group Elevation Ltd, registered in England and Wales under company number 16273971, trading as Retail Spotter Solutions (RSS). The Product Co-op (TPC) is another trading name of the same company and promotes and distributes the TPC catalogue. RSS approves and adds products to that catalogue and handles registration, buyer enquiries, payments and introductions.

Registered office: 3rd Floor, 86–90 Paul Street, London, EC2A 4NE. Email: info@retailspottersolutions.com. Website: https://www.retailspottersolutions.com/.

2 Scope and separate agreements

These Terms govern use of the RSS website, forms, downloads and the TPC catalogue made available through it. They cover website access relating to catalogue-only registration and full RSS registration. By using these resources, you agree to these Terms. If you do not agree, do not use them.

RSS services are for businesses, not consumer purchases. Anyone registering or accepting terms for a business must be authorised to do so. Browsing, making an enquiry or submitting an application does not itself create a paid service or oblige RSS to accept an application.

Catalogue-only participants accept the TPC Catalogue Listing Agreement. Fully registered clients accept the RSS Client Services Agreement. The applicable service agreement and accepted purchase terms govern service delivery, fees, credits, refunds, termination and service liability, and take priority over these Website Terms on those matters. Full registration terms do not apply to catalogue-only participants merely because they use this website.

3 Registration and current options

RSS reviews applications and may request information or decline unsuitable products or businesses. An approved listing in the digital TPC Catalogue is free under both registration routes. Listing is subject to approval, catalogue availability and acceptance of the applicable agreement. Catalogue-only registration requires no introduction purchase. The three current service options carry no recurring subscription fee. Any separate subscription will have its own fees and terms.

Print placement is optional and may be charged separately. RSS will tell you the price and the edition it applies to before you decide whether to book. A fee is payable only if you accept the price and confirm your print booking.

Catalogue-only registration. An approved digital listing uses the brand’s supplied information and images and gives buyers a way to enquire. RSS receives buyer enquiries and takes reasonable steps to confirm genuine interest before offering a professional introduction. The brand may accept or decline each introduction, currently £9.99 per accepted retail location. RSS has no obligation to source or offer opportunities.

Full registration with Pay-As-You-Go (PAYG). Professional introductions currently cost £7.99 per accepted retail location. A PAYG client pays an advance when joining towards their first introduction. PAYG and catalogue-only introductions use the same underlying qualification and handover service.

Retail Outcome Assurance Bundle. Fully registered clients may pay £59 for one Bundle cycle. Retail Outcome Assurance is available only through this Bundle and applies from the first qualifying handover. The Bundle covers one retail location per opportunity. RSS may offer additional confirmed locations separately under PAYG at the disclosed price, for the client to accept or decline.

To upgrade, complete full RSS registration and accept the RSS Client Services Agreement before accepting an opportunity at full-registration pricing or purchasing a Bundle. Unused replacement credits from catalogue-only registration transfer at their monetary value towards future PAYG fees, in accordance with the TPC Catalogue Listing Agreement.

4 Introductions and assurance

A Buyer Opportunity involves an identified retail location where RSS has taken reasonable steps to confirm genuine buyer interest. For fully registered clients, the buyer must also have requested, or confirmed willingness to receive, a product sample or sale-or-return stock. A fully registered client must offer a free product sample, sale-or-return stock or both and honour the selected option where reasonably requested for an accepted opportunity. Catalogue-only clients may choose whether to offer either. A professional handover connects the brand with the identified buyer, identifies the accepted location or locations and gives the brand the information reasonably needed to continue directly. A message known to be misdirected or undelivered does not complete the handover.

Respond as soon as possible and within 3 Working Days after RSS sends the opportunity. Opportunities remain subject to buyer availability. RSS may offer the buyer an alternative during that period. Any required payment is due before handover. Working Days are Monday to Friday, excluding public holidays in England.

A Qualifying Commercial Outcome is a genuine purchase or confirmed order of any value arising from an RSS introduction, or a confirmed sale-or-return arrangement where the retailer has accepted stock for retail sale. Enquiries, samples and sample requests do not qualify. A Qualifying Commercial Outcome attributed to a Bundle cycle ends that cycle under the RSS Client Services Agreement. The client may then buy a new Bundle or use PAYG for future chargeable opportunities.

Assurance is a discretionary promotional benefit. While it remains active, the Bundle covers qualifying introductions that RSS chooses to offer during the cycle without an additional introduction fee. RSS does not guarantee sales or the number, frequency or timing of introductions. RSS may vary, suspend or withdraw Assurance by notice under the RSS Client Services Agreement. That agreement governs qualification, reporting, attribution, cycle endings and changes of route.

5 Prices and payment

RSS may change prices for future purchases. RSS discloses the applicable price before you accept an opportunity or buy a new Bundle. Previously accepted prices and active Bundle cycles are unaffected by a price change. A website update does not itself amend an existing agreement.

Each separately identified and accepted retail location is a separate introduction, even if locations share a buyer. A buyer’s later independent distribution to other locations creates no additional introduction charge. Buyer introductions carry no sales commission, per-SKU charge or repeat-order fee.

Catalogue-only registration requires no payment on joining. Each optional introduction you accept is paid for before handover. When joining on PAYG, you pay an advance at the disclosed PAYG fee towards your first accepted PAYG introduction. Any balance must be disclosed and accepted before handover. Later PAYG introductions are paid for after acceptance and before handover. You pay for a Bundle before its cycle starts. No further payment is due for an introduction covered in full by your advance, applicable credit or an active Bundle.

RSS earns a catalogue-only or PAYG introduction fee when the retailer gives you a genuine reply about the introduction after a valid handover. A reply can come through any channel. Automated replies do not count. Examples include automatic acknowledgements and automatic out-of-office messages. RSS earns the Bundle fee when a Qualifying Commercial Outcome is attributed to that Bundle cycle. The refund provisions apply separately.

RSS provides the applicable payment link or bank instructions. Payment processors and banking providers may apply their own terms and security checks. You can find the provider or account details on the payment page or in the instructions.

6 Credits refunds and buyer protection

For catalogue-only and PAYG introductions, RSS provides equivalent account credit for a replacement introduction if it verifies that the retailer gave no genuine initial reply or that the introduction failed on another ground covered by the applicable agreement. The agreement sets out the contact, evidence and notification requirements. A genuine rejection or change of mind counts as a reply where the buyer’s qualifying interest was confirmed. Under an active Bundle, a failed introduction does not itself end the cycle. RSS may continue to offer further qualifying introductions while Assurance is active.

If RSS ends the service without a breach on your part, RSS refunds amounts paid towards catalogue-only or PAYG introduction fees it has yet to earn, including where a handover took place but the retailer gave no genuine reply. RSS also refunds unused replacement credits, any unused first-introduction PAYG advance and the fee for a current Bundle whose cycle is still active, as applicable. If you have used a replacement credit, RSS applies the fee-earning rule to the replacement introduction. RSS refunds each amount once and cancels any linked unused credit.

If you leave voluntarily without RSS being at fault, the unused PAYG advance is non-refundable, subject to rights under the applicable agreement or law. Waiting for a first Bundle handover does not by itself give you a refund right. RSS may refund the Bundle fee at its discretion if it decides it will provide no valid handover. After the first valid handover, the Bundle fee is non-refundable except where the termination refund provisions or rights that cannot lawfully be excluded apply. The applicable service agreement governs these and other refund rights.

You must not deliberately bypass RSS to avoid an introduction fee by approaching a buyer or location identified through an unaccepted chargeable RSS opportunity. This does not prohibit genuinely independent contacts or genuine pre-existing commercial relationships. The applicable service agreement sets out the restriction and its limits.

7 Catalogue content and submitted materials

You must supply accurate, lawful and non-misleading information, hold the rights needed for submitted images, logos and materials, and promptly report material changes. You remain responsible for product safety, labelling, claims, compliance, availability and commercial information. Catalogue inclusion is not certification, endorsement or a product-safety assessment by RSS.

You grant RSS a non-exclusive, royalty-free licence to use, copy, resize, format, publish and share supplied listing content as reasonably necessary to assess your application and provide the agreed catalogue and introduction services. RSS may exercise this licence through TPC and authorised service providers, including for digital catalogues, email, WhatsApp and buyer presentations. The licence also applies to any print placement you confirm, including distribution by post. You retain ownership and the licence is limited to the purposes described here.

RSS controls listing approval and placement in the TPC catalogue. TPC promotes and distributes the catalogue; the company controls its layout and availability. It may correct formatting, request amendments, or suspend or remove unsuitable, inaccurate, unlawful or infringing listings, subject to the applicable agreement. There is no guaranteed exposure, enquiry volume or permanent listing. On removal, RSS will cease new promotional use and update channels it controls as reasonably practicable; previously distributed copies and records retained lawfully may remain.

8 Buyer and brand responsibilities

RSS provides introductions, not sales agency or transaction-management services. It is not a party to agreements between buyers and brands and cannot bind either business. Neither buyer interest nor a handover guarantees a response, purchase, payment or commercial outcome.

Buyers must provide accurate identity, authority, location and enquiry information. Brands and buyers must conduct their own due diligence and agree their own pricing, samples, sale-or-return arrangements, orders, delivery, returns and payment terms. RSS takes reasonable steps to qualify interest but does not guarantee a buyer's identity, authority, creditworthiness or conduct. This does not exclude responsibility for RSS's own failure to exercise reasonable care and skill.

9 Intellectual property and acceptable use

RSS owns or licenses its website content and branding; third-party materials remain the property of their owners. You may view, print and download reasonable extracts for legitimate business evaluation and purchasing enquiries. You may share catalogues intended for circulation, unchanged and with attribution. Other reproduction, resale, alteration or use implying RSS endorsement requires permission unless permitted by law.

You must not impersonate anyone, submit false enquiries, infringe rights, introduce malware, gain unauthorised access, harvest contact details, or scrape or systematically extract content without permission except as permitted by law. Do not disrupt the website or misuse any account or credentials. RSS may restrict access or remove content to address misuse, legal requirements or security risks.

10 Availability third parties and overseas access

RSS aims to keep website information accurate and the website available, but does not guarantee uninterrupted or error-free access. It may change, restrict or suspend features for operational, security, legal or business reasons. General content is not legal, financial, tax or regulatory advice.

Links and embedded tools may use independent hosting, forms, communications, scheduling, media, banking and payment providers, including but not limited to providers identified on the relevant page. Their terms and privacy notices may apply. A link does not imply endorsement, and RSS does not control third-party content or systems.

Access from another country does not mean services are offered or suitable there. Overseas applicants must comply with laws applying to their business, products and transactions. RSS may decline services for legal, sanctions, payment or operational reasons.

11 Liability

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

Subject to that protection and to the extent permitted by law, RSS is not liable for indirect or consequential losses arising from website use, or losses caused by your misuse, inaccurate submissions or independent third-party acts for which RSS is not legally responsible. These Terms do not exclude liability for RSS's own breach where exclusion would be unlawful or unreasonable.

Liability for catalogue and paid introduction services is governed by the TPC Catalogue Listing Agreement or Client Services Agreement. Website disclaimers do not override express service commitments or refund rights.

12 Privacy changes and general provisions

The RSS Website and Services Privacy Policy explains personal-information handling across all registration routes. Applicable cookie information and consent controls govern cookies and similar technologies.

RSS may update these Website Terms prospectively and publish the revised version with its effective date. Material changes will be brought to users' attention where appropriate. Changes do not retrospectively alter accepted purchases or amend a separate service agreement except through the process permitted by that agreement or law.

If a provision is unenforceable, it is modified only as necessary or removed, with the remainder continuing. Delay in enforcing a right is not a waiver. No third party may enforce these Terms under the Contracts (Rights of Third Parties) Act 1999.

These Terms and related non-contractual obligations are governed by the law of England and Wales. Subject to mandatory law, its courts have exclusive jurisdiction. Questions or complaints may be sent to info@retailspottersolutions.com or the registered office stated above.