



Late Payment Policy

1. Purpose This policy outlines the procedures and consequences for late payments to ensure timely and consistent collection of dues.

2. Payment Terms Invoices are due within 30 days from the invoice date. Payments not received by the due date will be considered late.

3. Late Fees A late fee will be charged if your account falls into three months of arrears. This fee will be added to the outstanding balance and must be paid in full within 5 working days of receipt

4. Interest Charges In addition to the late fee, interest will be charged on the overdue amount starting from the day after the due date until the payment is received.

5. Notification of Late Payment Customers will be notified of late payments via email or mail. The notification will include the overdue amount, late fees, interest charges, and the new total balance due.

6. Suspension of Services If your account falls into three or more months of arrears, services may be suspended until the account is brought up to date. The customer will be responsible for any costs associated with reinstating services.

7. Collection Actions Accounts that remain unpaid may be referred to a collection agency. The customer will be responsible for any collection costs incurred.

8. Dispute Resolution If there is a dispute regarding an invoice, the customer must notify us as soon as possible. We will work to resolve the dispute promptly. Late fees and interest charges will not apply to disputed amounts while the dispute is being resolved.

9. Amendments We reserve the right to amend this policy at any time. Customers will be notified of any changes in writing.

10. Contact Information For questions or concerns regarding this policy, please contact us on 01332 477 577.