



## **Purchaser / Provider Terms and Conditions**

Ceracycloan will always seek to provide quality services and a high standard of practice and quality assurance, to help us do this we recognise that agreed terms and conditions need to be clear between both parties (us) the provider and (you) the purchaser.

We deliver an array of different services to various purchasers and our business terms and conditions are written in total fairness to capture all aspects of the work we deliver for all our customers. We would advise the following Terms and Conditions are fully understood before purchasing our services as on purchasing our services it is the complete understanding that you the purchaser agree these terms and conditions.

### **Provisions and other services**

Both parties will agree in writing what service or provision is to be provided and the period the service or provision is required (*for schools and Adult Education this will be agreed on a termly basis*). The agreed service will then be delivered as per agreed arrangements within the commissioning process.

### **Cancellations of services agreed**

*PLEASE NOTE: Once completed and submitted, our referral form is a binding document committing you to fulfill your booking, we would advise you to complete the following before you make your referral:"*, 1. *Ensure the referred person is able to attend,* 2. *Ensure you have funding agreed.*

We understand and respect that fact that sometimes things do not go according to plan, on the very rare occasions when this may be apparent, we will require 48 hours' notice in writing of the expected provision date for cancellation for one off individual referrals. For those who book block termly provisions with us (*i.e. Schools and Adult Education*) any exemptions to a pre-booked / ongoing termly payments can be agreed in special circumstances. any decisions to exempt the remainder of the term payment will be at the discretion of Ceracycloan Management and will be subject to an admin charge of £100 for amending and re-issuing an invoice.

### **Payments for services**

All payments for services provided will have a 30day payment agreement from the date set on the invoice, our invoices will also clearly show a due date. Purchasers who have purchase order numbers must supply the purchase order number in advance of the service being delivered to ensure invoicing is a seamless process for both parties. Late payments beyond 30 days are subject to further charges (*See added charges on page 2*)

### **Payment Reminders**

In the interest of fairness and quality communication our accounts will send a payment reminder as outlined below...

1. **7 days before invoices are due** to remind the purchaser of the approaching invoice due date,
2. **5 days overdue another reminder will be sent** requesting payment and to contact us with any queries or concerns
3. **10 days overdue another reminder will be sent** requesting immediate communication with us and payment to avoid further charges being added to a new invoice.
4. **15 days overdue another reminder and final reminder will be sent** requesting communication and the outlining payment **MUST** be made within 5 days from the final



reminder date failure to communicate will result in added charges been added to a new invoice.

5. **Once 20 days have passed a new invoice will be issued with debt recovery charges added with 5 days to settle the outstanding invoice – failure to settle or communicate with us within 5 days will result in a new invoice with added charges will be issued every 5 days thereafter or until it is deemed other measures need to be taken to recover the outstanding amount**

#### **Added charges for invoices overdue by 20 days**

We follow the set government guidelines for late payments as follows....

Late commercial payments: charging interest and debt recovery

8% plus 0.5% Bank of England base rate for business to business transactions a total of 8.5% for the late payment plus a debt recovery charges of the following...

- £40 for figures owed under (£999.00)
- £70 charge for figures owed (£1,000 to £10,000)
- £100 charge for figures owed over (£10,000)

These amounts are set by late payment legislation guidance from .GOV website see below link

<https://www.gov.uk/late-commercial-payments-interest-debt-recovery>

At Ceracycloan we are proud to boast we have an excellent working relationship with all our customers and we believe this is due to us aiming to always provide honest, clear and fair terms, conditions, provisions and services.

Ceracycloan are consistently working towards improving our services to make our customer experience a happy one and we also encourage feedback from all our customers at every opportunity to help us improve our services to you.

We also welcome communication at the very earliest point if any of our customers have any issues with an invoice received and / or any related complex issues in regards pre- agreed payments or agreed services provided.

Ceracycloan management hope you will trust and agree the above processes are clear, fair and promote first class communication with our all our customers working toward providing a professional quality service.