



Payment Policy

New Customers

New Domestic customers may be asked for their Credit Card details at the time of booking work. This will be held for security of final payment. Prior to forwarding invoice we would call to confirm your choice of payment options. If no payment was received by due date and one follow up phone call, then card would be debited and a receipt sent. (Credit Card details will not be kept on file after completion of each job.)

New Company customers will be required to complete an Application for Credit form prior to commencement of work.

Existing Customers

Unless previously approved, the Credit amount for existing domestic customers is \$1000 and companies \$2500. Once this limit is reached, no further work at any location will proceed/continue until all monies are received.

Any customer wishing to **increase their Credit Limit** should **contact our office** to discuss.

Payment is expected on receipt of Invoices and strictly as per the terms as stated on the Invoice. Any Account Holder who needs **longer Payment Terms** should **contact our office** to discuss.

A LATE PAYMENT FEE will apply for any late payments and will be applied as per Credit Terms in the form of **10% interest on outstanding balance per month**. This fee may be waived or varied at the discretion of our office.

A Statement will be issued monthly and on all overdue accounts. This Statement will detail the outstanding amounts and, if applicable, any Late Payment Fees.

An Account Holder **experiencing difficulty** in meeting these Terms should **contact our office** to discuss payment options.

Unless otherwise arranged with our office, any payment not received within the Credit Terms will be considered overdue. The Account Holder will be placed on the Debt Collection list and the Account placed on Credit Hold. (Work at any location for an Account Holder on Credit Hold will not proceed/continue until all monies are received.)

A courtesy phone call will be made and statement of overdue account will be mailed prior to the issue of the first collection letter.

If payment still not received and no contact is made, a Final Notice will follow. This notice warns that:-

If we do not hear from you or receive payment in full within 14 days from the above date, we will begin action with the Queensland Civil and Administration Tribunal (QCAT). This has 2 main implications for the Defendant:-

- 1. Fees and charges associated with the Filing of the Claim will be added to the Invoice Total and will also be payable ie.*

- Interest (at 10% pa calculated from the date of the invoice),*
- The Bailiff Service Fee and*
- The Filing Fee.*

- 2. Action with QCAT may affect your credit rating and your ability to do business with other companies.*

At the discretion of our office, Credit Terms may be withdrawn without notice.

Any work requested would then require a Deposit and/or Security.