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Payment Policy

Credit Limits

Unless by prior arrangement or agreement, the Credit Limit for domestic customers is \$1000. Once this limit is reached, no further work at any location will proceed/continue until all monies are received. 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. If payment is not received by due date and after one follow up phone call, the card would be debited and a receipt sent. (Credit Card details will not be kept on file after completion of each job.)

Unless by prior arrangement or agreement, the Credit Limit for companies is \$2500. Once this limit is reached, no further work at any location will proceed/continue until all monies are received. Company customers may be required to complete an Application for Credit form prior to commencement of work.

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

Any Account Holder having trouble meeting Payment Terms as stated on their invoice should contact our office to discuss payment options and/or longer Payment Terms.

Late Payments

Unless by prior arrangement or agreement, any payment not received within the Credit Terms is considered overdue.

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

Customers with overdue accounts will receive a courtesy phone call and/or a statement detailing the overdue amount.

If we do not hear from you or receive payment in a timely manner, we may 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At the discretion of our office, Credit Terms may be withdrawn without notice.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.