



Payment Policy

New Customers

New Domestic customers will 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 will call to confirm your choice of payment options. If no payment is received by due date and one follow up phone call, then card will be debited and 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 within 14 Days of the Invoice Date. Any Account Holder who needs longer Payment Terms should contact our office to discuss.

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 at the discretion of our office.

A Statement will only be issued if overdue. This Statement will detail the outstanding amounts and the Late Payment Fees applicable.

An Account Holder who is 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.)

One courtesy phone call followed by the issue of a first collection letter. If payment still not received a final collection letter will follow.

Any payment still outstanding will prompt action within the Minor Debt Courts. Minor Debt action has 2 main implications for the Defendant:-

1. Fees and charges associated with the Filing of the Minor Debt 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 in Minor Debt Court 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 and any work requested will require customers to pay a Deposit.