

Introduction & Purpose of this Policy

This Test & Research Centre (T&R) policy includes information about invoicing for T&R products and services.

We will endeavour to

Have a pricing structure and associated invoice arrangements that are;

- Fair and appropriate and provide value for money for clients
- Clear and transparent, with no hidden costs or details
- Appropriate to the product or service being purchased
- Does not derive profit from any charges made to investigate complaints and or appeals

Please Note: All fees and charges quoted in Quotations are exclusive of VAT which will be applied at the appropriate rate at the time of invoicing, unless an exemption applies.

Invoicing

T&R operates an electronic invoicing system. No paper copies of invoices or statements are posted to clients.

Invoices will be sent to the email address provided in your New Account Application. If you would like to amend the billing contact for T&R invoices please contact us via the details provided at the end of this policy.

Each invoice will contain details of:

- Product/service being provided
- Payment method and our bank account details
- Any applicable VAT amounts
- Our payment terms

Any queries with an invoice should be raised with us within 14 days of receipt otherwise payment will be expected in accordance with our payment terms.

Payment

Upon receipt of the invoice, payment should be received by T&R within 30 days of the invoice date or within alternative, previously agreed terms. On receiving payment, we will update our records to show full payment has been received and make goods or services available for processing.

Failure to pay invoices within 30 days of the invoice date may result in the account being placed "on stop". Any new orders will require authorisation from T&R Management before a new invoice will be raised. In addition, T&R reserves the right to withhold unrelated goods and services including but not limited to registrations, certificates, materials and quality support activities.

If payment is not received within 60 days of the original invoice date, T&R reserves the right to begin its formal debt collection and recovery procedures.

Refunds

Refunds are provided entirely at the discretion of the T&R Management. This does not affect a customer's statutory rights. Refunds will be made to customers by way of credit notes to be used against products or services. Credit notes are not transferable and may not be exchanged for cash.

Process Records

In accordance with HMRC guidelines, T&R will keep records of all invoices issued and received, but for no longer than as deemed necessary under current data protection laws.

VAT exemptions

Any customer exempt from VAT (e.g. Registered Charities, non-UK customers, etc.) must inform us and provide documentary evidence (exemption certificate) prior to requesting any service or product.

Review Arrangements

- We will continually improve this Policy through reviews of our activities and revise it in line with any feedback from customers, regulatory authorities or external agencies.
- As a minimum our management team will review this policy annually to ensure it continues to meet the needs of our customers.
- If you have any queries about this policy, please send an email to info@testandresearch.org