



UK Certification Policies

**Qualifications &
Certification for the
Building Services Industry**

**Fees & Invoicing
Policy**



Introduction & Purpose of this Policy

This UK Certification policy includes information about invoicing for UK Certification 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 centres
- 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
- Reviews and informs network of Approved Centres of the schedule of charges & fees

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

Invoicing

UK Certification has moved from paper-based invoicing to electronic invoicing. The purpose of this change is to provide our customers with a more efficient means of managing and processing UK Certification invoices and will allow any queries to be addressed promptly and effectively.

Invoices will be sent to the email address as specified in your centre profile. If you would like to amend the billing contact for UK Certification 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 our Head Office team 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 UK Certification 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 will result in the account being placed "on stop". Any new orders will require authorisation from the finance team at UK Certification before a new invoice will be raised. In addition, UK Certification 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, UK Certification will begin its formal debt collection and recovery procedures. UK Certification reserves the right to begin the process of removing centre recognition for centres in line with the Approved Centre Agreement.

Refunds

Refunds are provided entirely at the discretion of the UK Certification Management. This does not affect a customer's statutory rights. Note: Centre Approval fees are non-refundable once the application has been processed, regardless of whether the Centre is approved or not. Refunds will be made to Centres by way of vouchers to be used against products or services. Vouchers are not transferable and may not be exchanged for cash.

Process Records

In accordance with HMRC guidelines, UK Certification will keep records of all invoices issued and received, but for no longer than as deemed necessary under current data protection laws. In the event of a recognised Centre or other relevant party (such as the regulators), needing to be provided with an auditable trail of transactions, this will then be readily available.

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 our Appeals 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 Compliance Team will review this policy annually to ensure it continues to meet the needs of our Customers, Scheme owner or appropriate Regulator.
- If you have any queries about this policy, please send an email to info@ukcertification.co.uk



UK Certification
Unit 5 Station Close
Westover Trading Estate, Langport
Somerset, TA10 9RB
Tel: 01458252757
Web: www.ukcertification.org

