

The Carbon Literacy Trust

Payment Terms and Conditions



Effective Date: 01/03/2025

Thank you for choosing The Carbon Literacy Trust. We are committed to providing you with high-quality services. This Payment Terms Policy outlines the conditions under which payments are expected and managed for all transactions with The Carbon Literacy Trust.

1. Scope

This policy applies to all clients and customers of The Carbon Literacy Trust who engage in transactions for our services (hereinafter referred to as "the Client").

By engaging in a transaction with The Carbon Literacy Trust, the Client acknowledges and agrees to abide by these Payment Terms and Conditions.

2. Invoice Issuance and Payment Terms

Invoices are issued upon order of services. For large orders, a deposit may be required before the commencement of work.

Payment is due within 30 days of the invoice date.

We reserve the right to adjust credit terms for clients with a history of late payments.

3. Payment Methods

Payments can be made directly to our bank account. Account details will be provided on the invoice.

4. International Payments

We currently accept payments in GBP, EUR, USD and AUD.

The Client is responsible for covering any overseas transaction fees, including any currency conversion fees or international banking charges that may apply.

5. Billing Errors

If a billing error is identified, the Client should contact The Carbon Literacy Trust immediately at accounts@carbonliteracy.com. Any overpayment or underpayment will be corrected promptly, and a new invoice will be issued where applicable.

6. Late Payment Reminders

A reminder will be sent by email 30 days after the invoice date if payment is not received. A second reminder will be sent 60 days after the invoice date if payment remains outstanding, a final reminder will be sent 90 days after the invoice date.

7. Late Payment Fees

If payment is not received within 90 days of the invoice date, a late payment fee will be applied based on the thresholds set out below. These amounts are set by late payment legislation.

Debt Owed	Late Fee
Up to £999.99	£40
£1,000 to £9,999.99	£70
£10,000 or more	£100

Statutory interest may also be applied to invoices that remain unpaid for 90 days, at a rate of 8% plus the Bank of England base rate.

8. Withholding Services

Services will be halted if invoices remain unpaid for 90 days. This policy is enforced until all outstanding invoices are settled, preventing further purchases until previous invoices are fully paid.

9. Reduction of Credit Terms

Frequent late payers may have their payment terms reduced to 15 days. Continued non-compliance will result in the suspension of services.

10. Reporting to Credit Agencies

Late payments may be reported to credit agencies if not resolved promptly.

11. Legal Action

Persistent late payments may lead to legal action. This serves as a formal warning that legal proceedings could be initiated to recover the debt.

12. Refunds and Cancellations

Clients wishing to request a cancellation or a refund can get in touch by emailing accounts@carbonliteracy.com. We reserve the right to retain funds for services rendered or expenses incurred up to the date of the cancellation request and refunds will be issued at our discretion.

13. Change to Payment Terms

These terms are regularly reviewed to ensure they are aligned with best practice and fit for purpose.

The Carbon Literacy Trust reserves the right to amend this Payment Terms Policy at any time. Changes will be communicated to clients in advance.

14. Contact Information

For any questions or concerns regarding payments, please contact our Accounts Team:

Email: accounts@carbonliteracy.com

Phone: 0161 298 1782

Address: The Carbon Literacy Project
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