

Payment Terms & Conditions

ClearPath Business Support

Effective Date: 31 March 2026

These Payment Terms & Conditions ("Terms") apply to all services provided by ClearPath Business Support ("we", "us", "our") to clients ("you"). By engaging our services, you agree to these Terms in full.

1. Deposit Requirement

A non-refundable deposit of 50% of the total agreed fee is required before any work commences. Work will not begin until the deposit has been received and cleared.

The deposit confirms your commitment to the project and reserves your place in our schedule. By paying the deposit, you acknowledge and accept that it is non-refundable under any circumstances, including cancellation.

2. Final Payment

The remaining balance of 50% is due upon completion of the agreed work. An invoice will be issued at this stage and payment must be made within 7 days of the invoice date.

For ongoing retainer arrangements, separate payment schedules will be agreed in writing prior to the commencement of services.

3. Accepted Payment Methods

We accept payment by the following methods:

- Bank transfer (BACS) — details provided on invoice
- PayPal — details provided on request
- Direct debit — available for ongoing retainer arrangements

All payments must be made in pounds sterling (GBP). Any bank charges or transfer fees are the responsibility of the client.

4. Invoicing

Invoices will be issued electronically by email. It is the client's responsibility to ensure that their contact and billing details are kept up to date. We are not responsible for invoices that are not received due to incorrect contact information provided by the client.

5. Late Payment

Payment is due within 7 days of the invoice date. If payment is not received by the due date, we reserve the right to:

- Suspend all ongoing work until payment is received
- Charge statutory interest on the overdue amount in accordance with the Late Payment of Commercial Debts (Interest) Act 1998, at a rate of 8% per annum above the Bank of England base rate
- Claim reasonable debt recovery costs as permitted under the Act

Interest will accrue daily from the invoice due date until the date full payment is received. We will notify you in writing before applying any interest charges.

6. Cancellation Policy

Cancellation by the Client

If you wish to cancel a project after the deposit has been paid, the deposit will be retained in full. No refund of the deposit will be made, regardless of the reason for cancellation or the stage of work reached.

If cancellation occurs after work has begun and the final invoice has already been issued, the full outstanding balance remains due and payable within the original payment terms.

Cancellation by ClearPath Business Support

In the unlikely event that we are unable to complete the agreed work, we will notify you as soon as reasonably practicable. In such circumstances, any deposit paid will be refunded in full within 14 days, unless work has already been substantially completed.

7. Changes to Scope

If the scope of work changes materially from what was originally agreed, a revised quote will be provided before additional work proceeds. Any changes to fees will be agreed in writing and a revised deposit or payment schedule may be required.

8. Disputes

If you have a query or concern regarding an invoice, please contact us within 7 days of the invoice date. We will endeavour to resolve any dispute promptly and fairly. Raising a dispute does not entitle you to withhold payment of any undisputed amount.

9. Governing Law

These Terms are governed by and construed in accordance with the laws of England and Wales. Any disputes arising from these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

10. Changes to These Terms

We reserve the right to update these Terms from time to time. The current version will always be available on our website. Continued engagement of our services following any update constitutes acceptance of the revised Terms.

ClearPath Business Support | www.clearpathbusinesssupport.co.uk | [your email address]

Last updated: 31 March 2026