Centraline
Built Beyond Basics

Payment Terms

1. INTRODUCTION

These Payment Terms form part of the agreement between Centraline IT Services ("Centraline", "we", "us", "our") and the Client ("you", "your") and govern all financial transactions related to services provided by Centraline. These terms apply to all service types including but not limited to Managed IT Services, Ad-Hoc IT Services, Service Level Managed Support, custom coded websites, web design, website management, and hosting services. By engaging Centraline's services, you agree to comply with these Payment Terms in full.

2. SERVICE RATES AND CHARGING STRUCTURE

Centraline provides transparent pricing structures appropriate to the service type. Managed IT Services and Service Level Managed Support Options typically operate on fixed monthly fees as agreed in the service contract. Ad-Hoc IT Services are charged at hourly rates which vary according to service type, urgency, and hours of delivery. Website development projects may be charged on a fixed project basis or using milestone-based payment schedules as specified in the project agreement. Hosting and ongoing maintenance services typically incur regular recurring charges at the intervals specified in the service agreement.

All rates are exclusive of VAT as Centraline IT Services does not charge VAT. Rate changes require 30 days' written notice to clients except where specified otherwise in individual service agreements. Special rates for emergency services, out-of-hours support, or expedited delivery will be clearly communicated before such services are performed. Centraline reserves the right to implement annual rate adjustments in line with inflation or increased operating costs, with appropriate notice provided to clients.

3. INVOICING PROCEDURES

Invoices are generated according to the schedule specified in your service agreement. For managed services and recurring support options, invoices are typically issued monthly in advance. For ad-hoc services, invoices are issued upon service completion or at regular intervals for ongoing work. Project-based services follow milestone payment schedules as defined in the project agreement. Hosting and maintenance services are typically billed quarterly or annually in advance as specified in the service contract.

All invoices include detailed information regarding services provided, applicable rates, service periods, and payment instructions. Invoices are delivered electronically to the designated billing contact unless otherwise agreed. Any invoice queries must be raised within 7 days of receipt. Administrative fees may apply for special invoicing arrangements or formats requested by the client. Centraline maintains detailed work records supporting all invoiced items, which can be provided upon request.

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4. PAYMENT TERMS AND METHODS

Payment terms are net 30 days from the date of invoice unless otherwise specified in your service agreement. Early payment discounts may be available for certain service types as specified in the relevant service agreement. Centraline accepts payment via bank transfer, direct debit, and major credit cards. Standing order and direct debit arrangements are preferred for recurring service charges and may be required for certain service types.

Bank transfer details appear on all invoices with appropriate reference information required for payment reconciliation. Credit card payments may incur a processing fee which will be communicated before processing. Direct debit payments are processed according to the schedule specified in the direct debit mandate, with advance notification provided for any amount changes. Payment is deemed made when funds are fully cleared in Centraline's designated account.

5. PRE-AUTHORISATIONS AND SPENDING LIMITS

For certain service types, particularly ad-hoc support and development work, Centraline implements a pre-authorisation system to control expenditure and ensure transparent billing practices. Standard pre-authorisation thresholds are established in writing at the commencement of the service relationship. These thresholds specify the maximum expenditure permitted before additional client approval is required. Separate thresholds may apply for regular maintenance work, emergency responses, and project-related activities.

Pre-authorisation may be provided in writing via email, through our client portal, or verbally in urgent situations followed by written confirmation. Automated notifications alert designated client contacts when pre-authorisation thresholds are approaching. For managed service clients, service agreements may include defined "bank" hours that can be used without specific authorisation up to the agreed limit. Pre-authorisation thresholds can be adjusted by mutual agreement as the service relationship evolves.

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6. OUT-OF-SCOPE BILLING

Services falling outside the scope defined in service agreements are subject to out-of-scope billing at the applicable rates. Out-of-scope work includes but is not limited to: exceeding agreed service hours, requests beyond the defined service parameters, support for non-covered systems or applications, and services provided outside standard business hours unless included in the service agreement. Centraline will notify clients when requests fall outside the agreed scope before commencing billable work.

Out-of-scope services follow the pre-authorisation procedures described in Section 5. For managed service clients, preferential rates may apply to out-of-scope work as defined in the service agreement. Emergency out-of-scope work may commence without formal pre-authorisation when required to prevent significant business impact, with notification provided at the earliest opportunity. Out-of-scope work is clearly identified on invoices with appropriate service descriptions and applicable rates.

7. LATE PAYMENT AND FINANCIAL DISPUTES

Payments not received by the due date are considered late and subject to follow-up procedures. An initial payment reminder is sent 3 days after the due date, with further reminders at appropriate intervals thereafter. Interest on late payments accrues at 4% above the Bank of England base rate, calculated daily from the payment due date until payment is received in full. Administrative fees may apply for payment recovery actions.

Service delivery may be affected by late payment, with potential suspension of non-critical services following 14 days of payment delay and full service suspension after 30 days, subject to appropriate notifications. Centraline reserves the right to refer unpaid invoices to third-party collection services after 60 days, with all associated costs added to the outstanding balance. Payment disputes must be raised in writing with supporting information for investigation and resolution. Disputed amounts may be temporarily suspended from late payment procedures while under active investigation.

7.1 REFUNDS POLICY

Centraline IT Services maintains a fair and transparent refunds policy in compliance with financial regulations and payment card industry requirements. Refund eligibility varies by service type and circumstances. For subscription-based services, refunds may be issued for the unused portion of prepaid services following cancellation, subject to minimum term commitments as specified in Section 10. For project-based work, refunds are limited to the portion of work not yet commenced, less any non-recoverable costs and commitments already incurred. Hosting services and domain registrations are typically non-refundable once the service has been provisioned due to immediate resource allocation and third-party costs.

Refund requests must be submitted in writing to helpdesk@centraline.co.uk with relevant details including invoice numbers, service descriptions, and the reason for the refund request. All refund requests undergo review with decisions communicated within 10 business days. Approved refunds are processed using the original payment method when technically possible; alternative refund methods may be used when the original payment method is unavailable or impractical. Refunds to credit or debit cards typically appear within 3-5 business days after processing, though exact timing depends on the card issuer's procedures. Bank transfer refunds may take 3-7 business days to appear in the recipient's account.

Refunds for services where delivery has commenced but quality or specification disputes exist are handled on a case-by-case basis, with resolution options potentially including partial refunds, service credits, or remedial work. Centraline reserves the right to deduct reasonable costs for work already performed, materials supplied, or third-party services already procured. Administrative fees for refund processing apply only in cases of client-initiated cancellation of correctly delivered services, not for services that failed to meet agreed specifications. For subscription services cancelled within the cooling-off period (14 days from initial subscription for consumers where applicable), refunds are processed in full less the cost of any services already delivered. The refunds policy operates in conjunction with the cancellation terms specified in Section 10 of these Payment Terms.

8. RETAINERS AND DEPOSITS

Certain services require advance payments, retainers, or deposits before work commences. New clients requesting ad-hoc services may be required to pay an initial deposit before work commences. Project-based services typically require an initial deposit with subsequent payments tied to defined milestones. Website hosting and domain registration services require advance payment for the full term selected due to the immediate procurement of resources.

Retainer arrangements provide clients with guaranteed resource availability and preferential rates in exchange for advance commitment. Retainer balances are reported regularly with unused retainer amounts handled according to the terms specified in the service agreement. Deposits for project work are non-refundable after project commencement unless otherwise specified in the project agreement. Security deposits may be required for equipment loans or when Centraline must commit significant resources in advance.

9. SERVICE LEVEL AGREEMENTS AND FINANCIAL IMPLICATIONS

Service Level Agreements (SLAs) define performance standards with potential financial implications for non-compliance. Credits may apply when defined service levels are not achieved, with calculation methods specified in the relevant service agreement. Service credits are typically applied against future invoices rather than as cash refunds. SLA measurement periods, reporting mechanisms, and claim procedures are defined in each service agreement.

Exclusions from SLA calculations include events outside Centraline's reasonable control, scheduled maintenance windows, and issues arising from client infrastructure or actions. SLA credit claims must be submitted within the timeframe specified in the service agreement, with supporting evidence of the service level breach. Maximum SLA credits are capped at defined percentages of the relevant service charges. Enhanced SLA terms with different financial models are available for business-critical services.

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10. MINIMUM TERMS AND CANCELLATION CHARGES

Services may be subject to minimum terms as specified in the service agreement. Managed services typically require minimum commitment periods of 3, 6, or 12 months as specified in the service contract. Website hosting and domain services require payment for the full selected term in advance. Development projects require payment for all completed work and materials regardless of cancellation timing.

Early termination of services within the minimum term may incur cancellation charges as defined in the service agreement. Standard cancellation charges for managed services include payment for the remainder of the minimum term or a percentage thereof as specified in the service agreement. Cancellation notice periods vary by service type: typically 30 days for managed services, immediate for ad-hoc services (with payment due for work already completed), and as specified in the contract for project work and hosting services.

11. THIRD-PARTY CHARGES AND PASS-THROUGH COSTS

Centraline may procure third-party products, licenses, or services on the client's behalf as part of service delivery. Such items are charged at cost plus a handling fee as specified in the service agreement. Common third-party charges include software licenses, domain registrations, SSL certificates, cloud service subscriptions, and hardware purchases. These items are clearly identified on invoices with transparent cost breakdown.

Pass-through costs require client approval before procurement except where included in agreed service bundles or when required for emergency remediation within approved spending limits. Subscription-based third-party services procured on the client's behalf may require minimum terms dictated by the third-party provider. Centraline provides advance notification of renewal dates for such services with associated costs. Clients may opt to procure third-party items directly where technically feasible and compatible with service delivery requirements.

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12. PRICING MODELS AND SERVICE OPTIONS

Centraline offers flexible pricing models designed to meet diverse client requirements. Fixed monthly fee models provide predictable costs for defined service scopes with clear parameters for included services. Time-based models charge for actual time spent delivering services, billed in defined increments as specified in the service agreement. Hybrid models combine fixed base fees with variable components based on usage or additional services.

Per-user and per-device pricing models scale costs according to the client environment size. Project-based fixed price models provide cost certainty for defined deliverables. Outcome-based models may tie compensation to achievement of specific business results as defined in the service agreement. Service bundles combine multiple service elements at advantageous rates compared to individual service procurement. Clients may transition between pricing models at contract renewal points or as otherwise agreed.

13. EXPENSE REIMBURSEMENT

Reasonable expenses incurred in service delivery are charged to the client in addition to service fees. Reimbursable expenses include but are not limited to travel costs, accommodation, parking, materials, and third-party services required for project completion. Travel time may be billable as specified in the service agreement. Mileage is charged at the current HMRC approved rate unless otherwise specified.

Expense reimbursement requires appropriate supporting documentation including receipts for all items. Expenses exceeding defined thresholds require pre-approval as specified in the service agreement. International travel expenses require explicit client approval before being incurred. Per diem arrangements for extended on-site work are established in advance when applicable. Expense claims are included in regular invoicing with appropriate itemisation and supporting documentation.

14. PAYMENT SECURITY AND PROCESSING

Centraline implements secure payment processing practices compliant with applicable regulations and industry standards. Credit card processing follows PCI DSS requirements with card details never stored in Centraline systems. Direct debit arrangements comply with the Direct Debit Guarantee scheme providing appropriate protections for clients. Bank transfers utilise secure banking channels with account details provided via secure communication methods.

Payment reference information is required with all payments to ensure accurate allocation. Centraline employs appropriate security measures for all payment processing activities, including encrypted communications, secure access controls, and transaction monitoring. Client billing information is protected according to our Privacy Policy and applicable data protection regulations. Payment processing services are provided by approved financial institutions with appropriate security credentials.

15. INTERNATIONAL PAYMENT PROVISIONS

For international clients, payments must be made in Pounds Sterling (GBP) unless otherwise agreed in writing. Any currency conversion costs are the responsibility of the client. International bank transfers must be sent with the "all charges paid by sender" instruction to ensure the full invoiced amount is received. Additional administrative fees may apply for international payment processing as specified in the service agreement.

Alternative payment arrangements for international clients may be available upon request, potentially including third-party payment processors or regional collection accounts where available. Payment terms for international clients may differ from standard terms as specified in the individual service agreement. For services delivered across multiple jurisdictions, the controlling currency and payment terms are defined in the master service agreement.

16. TAX CONSIDERATIONS

Centraline IT Services does not charge Value Added Tax (VAT). This status is reflected on all invoices issued. Clients remain responsible for any applicable taxes in their respective jurisdictions including but not limited to sales taxes, use taxes, withholding taxes, or other government charges related to the services provided. International clients must comply with their local tax requirements regarding cross-border service procurement.

Where changes in tax legislation affect the pricing or charging structure of services, Centraline will provide appropriate notice to affected clients. For clients requiring specific tax documentation beyond standard invoices, reasonable requests will be accommodated where possible. Clients remain responsible for determining the tax implications of services procured from Centraline in consultation with their tax advisors.

17. FINANCIAL RECORDS AND AUDIT RIGHTS

Centraline maintains accurate financial records for all client billing and payment activities. These records are retained in accordance with legal requirements and good accounting practices. Upon reasonable request and with appropriate notice, clients may audit billing records directly related to their services. Such audits are conducted during normal business hours with reasonable scope limitations as specified in the service agreement.

Time tracking records for billable services are maintained with appropriate detail levels to support invoicing. System-generated service logs provide additional verification for certain service types where applicable. Audit activities must not unreasonably interrupt Centraline's normal business operations. Confidentiality requirements apply to any information accessed during audit activities. Administrative fees may apply for extensive audit support beyond reasonable levels as defined in the service agreement.

18. PAYMENT TERM MODIFICATIONS AND EXCEPTIONS

These Payment Terms may be updated periodically with appropriate notice provided to clients. Material changes affecting existing agreements require 30 days' written notice before taking effect. Individual clients may have custom payment terms as documented in their specific service agreements, which take precedence over these standard terms where conflicts exist. Temporary payment accommodations may be arranged in exceptional circumstances at Centraline's discretion.

Requests for payment term modifications must be submitted in writing for consideration. Approved modifications are documented as amendments to the service agreement. Long-term clients with excellent payment history may qualify for preferential payment terms. New service types may introduce specific payment terms appropriate to the service characteristics, which will be clearly documented in the relevant service descriptions and agreements.

19. ADDITIONAL CHARGES

Additional charges may apply for certain service aspects as specified in the service agreement or standard rate card. Common additional charges include rush fees for expedited service delivery, cancellation fees for scheduled on-site visits cancelled with insufficient notice, and minimum call-out charges for on-site support. After-hours service delivery outside standard business hours incurs premium rates unless covered by specific service level agreements.

Administrative charges may apply for paper invoice delivery, custom invoicing arrangements, or payment methods requiring manual processing. Reconnection fees may apply for services suspended due to non-payment. Special project management or reporting requirements beyond standard service inclusions may incur additional charges. All additional charges are clearly communicated before being incurred and itemised appropriately on invoices.

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