



YCG, INC. Customer Payment Policy

CONTRACT CUSTOMERS

Contract Customers are those who receive 60-day calibration services and have submitted to YCG a signed service agreement for the current calendar year. Contract Customers are automatically extended Net-30 terms until their account is no longer in good standing.

Pay-Per-Calibration Agreement: Customers who choose to pay for the calibration services they receive after the calibrations are performed.

Prepay Calibration Agreement: Customers who choose to pay for the services for the entire year at one time at a discounted rate.

NON-CONTRACT CUSTOMERS

Non-Contract Customers are those who did not sign a 60-day Calibration Agreement for the current calendar year. Non-Contract Customers must pay for their services before or at the time of service. Non-Contract Customers who place orders directly through YCG will be (1) directed to the website for order placement and payment or (2) invoiced through QuickBooks; services and/or products will be held until payment is received. Any order placed or paid for after 3 pm will be processed the next business day. Any invoice due on receipt must be paid within 7 days. Open orders beyond the 7 day period will be cancelled and you will be required to place your order online.

INVOICES & BILLING INFORMATION

All invoices are sent electronically (email). They are sent to the billing email address provided to YCG by the Customer. Invoices can be faxed or mailed but a service fee of \$10 will apply. Customers are responsible for updating billing information *before* any open invoices have become past due. Customers should also make YCG aware of potential payment delays *before* an invoice is past due so reasonable accommodations can be made. This includes situations such as approval meetings that won't occur until after the invoice due date.

PAST DUE ACCOUNTS/INVOICES

Unless other arrangements have been clearly communicated between the Customer and YCG, **ANY** delinquent account, regardless of your agreement type, will be suspended until full payment for past due balances is received. ***Late fees will be applied to past due invoices.***

- If you receive a reminder email and have *already* sent payment, then please reply to the email with your payment details.
- If your invoice has not been approved for payment and you need more time to receive approval, then please reply to the reminder email with those details.

In either of the 2 situations listed above we *may* consider waiving late fees.

We will **NOT** waive late fees if no communication is received from the Customer within 7 days of your past due notification. We will **NOT** waive late fees if your late payment is not received as indicated/promised. We will **NOT** waive late fees if you failed to update your billing contact information and in turn have not been receiving your invoices.

NET-30 TERMS

Contract Customers automatically receive Net-30 Terms as long as their account is in good standing with YCG. Non-Contract customers may request Net-30 Terms but must submit a credit application for approval. Net-30 Terms will be revoked for any customer who does not maintain a good payment history. A single late payment may disqualify the Customer for Net-30 Terms. Net-30 Terms will be given and revoked at YCG's discretion.

ACCEPTED PAYMENT FORMS

While YCG prefers credit card payments, we understand this is not always possible. Please read the terms associated with each accepted form of payments.

Credit Cards: Invoices can be paid online or over the phone with a credit card. As of 09/01/22 we do not charge a credit card processing fee. We reserve the right to change this at any time.

Electronic Checks/EFT: Invoices can be paid online with an electronic check or EFT. As of 09/01/22 we do not charge a fee for this payment method. We reserve the right to change this at any time.

If the Customer participates in electronic bank payments and would like to send a direct deposit form, then we are happy to accept such payments. Remittance information ***must*** be sent to accounting@the-ycg.com before the due date on your invoice.

Paper Checks: We are happy to accept paper checks as a form of payment. It is the Customer's responsibility to mail payments so they are received in our office ***by*** the due date on your invoice. If checks are returned, you will be charged a fee of \$35 and future payments must be made by credit card or electronic checks.

IMPORTANT NOTES:

In the future Customers who opt to Pay-Per-Calibration may be required to pay for services before their scheduled service dates. Additionally, Customers who have a limited amount of equipment or don't meet a \$50 minimum for the scheduled service may be required to have a Prepay Agreement.

Payment receipts for online payments are sent to the email address/addresses we have on file regardless of the name on the payment method used to submit the payment unless otherwise requested by phone.

PLEASE KEEP A COPY OF THIS ACKNOWLEDGMENT FOR YOUR RECORDS

Please email your acknowledgment and/or updated billing contact information to: accounting@the-ycg.com