YCG, Inc. Customer Payment Policy

Contract Customers

Contract Customers are those who receive 60-day calibration services and have submitted a signed Calibration Form for the current calendar year. Contract Customers are automatically extended **Net-30 terms** as long as their account remains in good standing.

Pay-Per-Calibration Form: Customers pay for calibration services after they are performed.

Prepay Calibration Form: Customers pay for all annual services upfront at a discounted rate.

Non-Contract Customers

Non-Contract Customers are those who have not signed a 60-day Calibration Form for the current calendar year. These customers must pay **before or at the time of service**.

Non-Contract Customers placing orders directly through YCG will either:

1. Be directed to the website for order placement and payment, or
2. Be invoiced through QuickBooks. Services and products will be held until payment is received.

Orders placed or paid after **2:30 PM** will be processed the next business day. Invoices marked **Due on Receipt** must be paid within **7 days**. Open orders beyond 7 days will be canceled, and the customer will be required to place the order online.

Invoices & Billing Information

All invoices are sent electronically to the billing email address on file. Invoices can be faxed or mailed for a **$10 service fee**.

Customers are responsible for keeping billing information current and notifying YCG of any anticipated payment delays **before** an invoice becomes past due (e.g., approval meetings scheduled after the due date).

Past Due Accounts/Invoices

Unless other arrangements have been clearly communicated, **any delinquent account**—regardless of agreement type—will be suspended until all past-due balances are paid. Late fees will be applied to past-due invoices.

- If you receive a reminder email and have already sent payment, please reply with your payment details.
- If your invoice is awaiting approval and you need additional time, reply with that information.

Late fees **may** be waived in these two situations.

Late fees **will not** be waived if:

- No communication is received within 7 days of the past-due notice.
- Payment is not received as promised.
- Billing contact information was not updated, resulting in missed invoices.

Net-30 Terms

Contract Customers automatically receive Net-30 terms while in good standing. Non-Contract Customers may request Net-30 terms but must submit a credit application.

Net-30 terms may be revoked at YCG's discretion. A single late payment may disqualify a customer from continuing Net-30 privileges.

Accepted Payment Forms

Credit Cards: Payments can be made online or by phone. Currently, no processing fee is charged. YCG reserves the right to change this at any time.

Electronic Checks / EFT: Payments can be made online. Currently, no fees are charged by YCG. Customers using direct deposit must send remittance information to **accounting@the-ycg.com** before the invoice due date.

Paper Checks: Customers must ensure mailed payments arrive by the invoice due date. Returned checks incur a **$50 fee**, and future payments must be made by credit card or electronic check.

Important Notes

- Pay-Per-Calibration Customers may be required to pay before scheduled service dates in the future.
- Customers with limited equipment or who do not meet a **$50 minimum** may be required to switch to a Prepay Agreement.
- Payment receipts for online payments are sent to the email address(es) on file unless otherwise requested.

Acknowledgment

Please keep a copy of this policy for your records. Send acknowledgments or updated billing contact information to: **accounting@the-ycg.com**