

Account Policy for Van-Centre Forklift & Industrial Repairs Ltd

Address:

Van-Centre Forklift & Industrial Repairs Ltd
Unit 209b, 1546 Derwent Way
Delta, BC V3M 6M4

Payment Terms:

Net 15 Days: Invoices are due for payment within 15 days from the date of the invoice.

Overdue Accounts:

16-30 Days: If an account has an outstanding balance that is overdue by 16 to 30 days, the customer will be considered in the "Overdue" status.

Account Hold: In the "Overdue" status, the customer's account will be placed on hold, and no further services will be provided until the outstanding balance is settled in full.

Further Overdue Accounts:

31-44 Days: If an account remains overdue for 31 to 44 days, it will be considered "Critically Overdue." Should an account remain in this category for more than one consecutive invoice your account will be sent for a review. **At this point you may be placed on the industries COD list. Your company will be flagged for review by all participating material handling companies who have access to the COD delinquent accounts list.**

Account Termination:

45+ Days: If an account remains overdue for 45 days or more, the customer's account will be terminated. Any outstanding balances will be sent to collections if necessary, and legal action may be pursued to recover the debt. Your account will automatically be sent to the industries COD list meaning you will be flagged for review by all participating material handling companies who have access to the COD delinquent accounts list

Payment Methods:

Payments can be made using Visa or Electronic Funds Transfer (EFT).

Visa Payment: Customers can provide their Visa card details, including the card number, expiration date, and CVV code.

EFT: Customers can transfer the amount due to the provided bank account with the details outlined in the invoice.

Communication:

Customers with overdue accounts will receive reminders and notifications via email and/or phone.

We encourage customers to reach out to our Accounts Department at Customercare@vancentreforklift.com or 604-377-4782 for assistance, payment arrangements, or to address any questions or concerns.

Reinstatement of Services:

Once an overdue balance is settled, services will be reinstated promptly, and the account status will be updated accordingly. **If your account is terminated you will not be able to access your credit again with Van-Centre Forklift & Industrial Repairs Ltd. You may also find other material handling companies may not accept you as a customer, or may require payment in advance of service if they are registered to the industries COD list, as your company will be flagged as a non payment company.**

We value our business relationships and aim to maintain positive and mutually beneficial partnerships. Adhering to these account policies ensures the smooth operation of our services while allowing us to serve our customers effectively.

Please don't hesitate to contact us if you have any questions or require further clarification regarding our account policies.

Sincerely,

Van-Centre Forklift & Industrial Repairs Ltd
Accounts Receivables Department
Van-Centre Forklift & Industrial Repairs Ltd