



DEADWOOD ARBORISTS | TREE CARE SPECIALISTS

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DEBT COLLECTION SYSTEM

Our Terms & Conditions (in addition to the original quotation forms and invoices provided) clearly define that payment for work carried out is due upon completion of work unless agreed otherwise.

Exceptions may be agreed upon mitigating circumstances or factors surrounding the accounting processes for commercial customers.

In the event that payment is not provided within the allocated window of time, the following process may be administered:

- Initial follow-up contact will be made to ensure the customer remains satisfied with the work and is well. This may be carried out through a phone call for verbal confirmation.
- Next, a clear prompt regarding the outstanding payment will be provided; this will be presented through email or message for written confirmation. The relevant invoice will be resent as an attachment for the avoidance of doubt.
- Should a customer remain in the midst of mitigating circumstances, a settlement may be discussed in the best interest of resolution for both parties involved.
- If a customer remains unwilling to discuss the matter of an unresolved invoice for an extended period of time, Deadwood Arborists Tree Care Specialists Ltd. may seek the services of Small Claims Court to recover the balance owed.

Deadwood Arborists Tree Care Specialists Ltd. intend to pursue the above methods as a last resort option to facilitate the payment for works completed. It is our intent that as we act with integrity and professionalism, our terms & conditions will be met with all customers.