



## **Payment and Cancellation Policy**

### **1. Introduction**

At GEODEC, we are committed to providing clear and transparent payment and cancellation terms to ensure a smooth experience for our clients. This policy outlines our payment structure, accepted methods, late payment consequences, and the procedures for cancellations and refunds.

### **2. Payment Terms**

#### **2.1 Deposit Requirement**

- A non-refundable deposit of 20% of the total project cost is required at the time of booking.
- The deposit secures the client's project start date and covers initial material procurement and scheduling.
- No work will commence until the deposit has been received.
- Final Payment: Due upon project completion and client approval.

#### **2.2 Payment Schedule**

For larger projects, payments will be structured as follows:

- Deposit: 10% due at the time of booking.
- Progress Payment(s): Due at a specified milestone (e.g., completion of preparation work or midway through the project). This will be outlined within the contract of works/Quotation
- Final Payment: Due upon project completion and client approval.



## 2.3 Accepted Payment Methods

We accept the following payment methods:

- Bank transfer (preferred)
- Credit/debit card (a 5% fee will be added)
- Cash (for amounts below £500)
- Online payment platforms

All payments must be made in GBP (£) unless otherwise agreed.

## 2.4 Late Payments

- Payments are due upon completion of works and on the invoice date unless otherwise stated.
- Late payments may incur a 5% penalty fee per 7 days after due date on invoice.
- If payment is not received within 7 days, we reserve the right to halt ongoing work until the balance is cleared.
- Non-payment beyond 14 days (unless specified) may result in legal action and additional debt recovery charges.



### **3. Cancellation Policy**

#### **3.1 Client Cancellations**

Clients may cancel their project, but fees may apply depending on the notice period:

- More than 14 days before the project start date: The deposit is non-refundable, but no additional charges apply.
- Between 7–14 days before the start date: The deposit is non-refundable, and an additional 10% of the total project cost will be charged to cover planning and material costs.
- Less than 7 days before the start date: The client will be charged 50% of the total project cost due to lost scheduling time and materials.
- After work has commenced: The client is responsible for all costs incurred up to that point, including labour and materials, and may be charged up to 100% of the total project cost if work is near completion.

#### **3.2 Company Cancellations**

In rare cases where GEODEC must cancel a project due to unforeseen circumstances (e.g., staff illness, supply chain disruptions, force majeure), we will:

- Notify the client as soon as possible.
- Offer an alternative start date where feasible.
- Provide a full refund of any deposits if rescheduling is not possible.



## **4. Changes and Rescheduling**

### **4.1 Client-Initiated Changes**

- Clients may request project changes (e.g., design modifications, additional work), but changes must be agreed upon in writing.
- Any changes affecting project cost or timeline will require a revised quote and potential additional payment.
- Rescheduling requests made more than 7 days before the start date may be accommodated without extra charges.
- Rescheduling requests made less than 7 days before the start date may incur an additional 10% fee due to scheduling disruptions.

### **4.2 Company-Initiated Changes**

- If delays occur due to unforeseen circumstances, we will communicate new timelines and work to minimise disruption.
- Any adjustments in scope or materials will be discussed and agreed upon with the client before proceeding.

## **5. Refund Policy**

Refunds will only be issued in the following circumstances:

- A cancellation by GEODEC where no suitable alternative start date is available.
- Overpayment by the client, where excess funds will be returned.
- Material defects or service failures where a refund is deemed an appropriate resolution.

Refunds will not be granted for:

- Client-initiated cancellations within 7 days of the start date.
- Change-of-mind decisions after work has commenced.
- Unsatisfactory results due to client-provided materials or last-minute design changes.

Refunds will be processed within 14 days of approval.



## **6. Dispute Resolution**

- If a payment, cancellation, or service dispute arises, both parties agree to attempt a resolution through direct communication first.
- If unresolved, mediation may be sought before pursuing legal action.
- Any legal claims will be handled in accordance with the laws of England and the United Kingdom.

## **7. Policy Review and Updates**

This policy will be reviewed annually to ensure compliance with financial regulations and industry best practices. Clients will be notified of any updates that may impact their agreements.

Signed By:

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6<sup>th</sup> February 2025  
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