

## Invoicing policy

### 1. Introduction

- 1.1. Walbrook publishes full details of all fees relating to qualifications, related products and services electronically on its website or by hard copy.
- 1.2. Information about the fee structures can be found at [www.walbrook.ac.uk](http://www.walbrook.ac.uk) under the relevant qualification information section or on application forms.

### 2. Payment via Website, BACS or Cheque

- 2.1. Candidates will automatically be issued with a confirmation notification which acknowledges the payment and provides details of the qualification registration.
- 2.2. If a more detailed invoice is required showing any VAT applicable, this can be requested at the time of purchase or at any time following the purchase.
- 2.3. Any queries should be directed to [studentfinance@walbrook.ac.uk](mailto:studentfinance@walbrook.ac.uk) or by phone +44 (0)1227 818609.

### 3. Credit Terms

- 3.1. Credit terms are available to those who meet Walbrook conditions, which may involve a credit assessment.
- 3.2. Unless otherwise agreed, invoices are raised at the end of each calendar month for all transactions completed during that month.
- 3.3. Invoices will be accompanied by a full breakdown of all charges for each product / service.
- 3.4. Invoices can be sent by post, email or fax.
- 3.5. Unless otherwise agreed, payment is due within 30 days of the invoice date.
- 3.6. If there is a dispute on an invoice, all items not disputed must be paid according to the usual terms.
- 3.7. The preferred method of payment is BACS transfer, details for which can be found on each invoice. Please email remittance advices to [studentfinance@walbrook.ac.uk](mailto:studentfinance@walbrook.ac.uk).
- 3.8. Any queries on invoices should be directed to [studentfinance@walbrook.ac.uk](mailto:studentfinance@walbrook.ac.uk) or by phone +44 (0)1227 828495.

### 4. Retention of records

- 4.1. A record of all invoices is retained for a minimum of 6 years.

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