



Payment of Invoices

Invoicing

When you sign up with us as a new client we commence invoicing as per the signed Terms and Conditions with Clever Business Websites (CBW), using a monthly recurring model. This means that you can expect to receive your invoices on the same date every month.

Please ensure that we have been provided with the correct contact name, full business name, business address, telephone number and email address for invoicing.

Invoices will be emailed to you at the email address you have supplied, directly from our finance system. The first time you receive an invoice it may be diverted to your 'junk' or 'spam' folder, please check this before requesting a copy.

Work cannot commence on your website until GoCardless has been set-up or your first invoice has been paid.

For any ad hoc invoices issued for additional purchases, for example domain renewal or purchase of stock images, you will receive a separate invoice. Again this will be emailed directly from our finance system.

Each invoice will clearly display the invoice date and the due date, in line with our payment terms.

Where payment is not made and/or unpaid balances remain on your account we reserve the right to suspend your website/cease hosting in the case of hosted only sites. Fair warning will be provided to enable you to bring the account up to date before any such action is taken.

Payment Options

Direct Debit

The simplest method to pay your monthly invoices is to set up a Direct Debit facility; we use a facility via GoCardless to manage this.



- **Signing up**

Upon signing a contract with us we will send you a link to GoCardless to set up the Direct Debit facility.

The following email will be sent from GoCardless to the email address you have provided:

Email Subject: CBW Digital Limited would like authorisation to take payment from you

The message in the body of the email reads as follows:

CBW Digital Limited would like authorisation to take payment from you

You will be notified before CBW Digital Limited collects any future payments from you.

[Authorise](#)

If there is an issue with this payment please contact CBW Digital Limited.

(GoCardless is regulated by the Financial Conduct Authority as an Authorised Payment Institution.)

To set up the Direct Debit you need to click on the blue 'Authorise' bar and from here you will be taken to an online form to enter your bank details. This online form has the CBW logo at the top of the page.

Due to the strict rules around Direct Debit, you must fill in your payment details and go through the sign-up process. We cannot facilitate this for you.

- **Regular Invoices**

Once set up we receive a confirmation email from GoCardless we then set up a regular payment plan so that payments are received by the invoice due date. Funds will leave your account around 5 working days prior to the due by date to ensure that payment is not delayed.

- **Ad Hoc Invoices**

For any ad hoc invoices issued for additional purchases, for example domain renewal or purchase of stock images, we will arrange a one-off payment to be taken to match the invoice. You do not need to make separate payment arrangements. Funds will leave your account around 5 working days prior to the due by date to ensure that payment is not delayed.

- **Changing Monthly Payment Plans**

In the event that your monthly payment plan changes, or you add an additional monthly plan, we will make the change in GoCardless to match the new monthly invoice figure. You will not need to make any other changes.

We will make sure that, where one plan is ceasing and being replaced with a new plan, the final payment for the old plan is taken and will set up the new plan so that the payment date corresponds with the invoice due dates as before.

- **Terminating GoCardless**

You can cancel your GoCardless arrangement at any time. Upon cancellation we will receive an email notifying us of this.

If you terminate your contract with us and cancel your GoCardless arrangement whilst there is still an outstanding balance on the account, you will need to make a separate payment to clear the outstanding balance.

If you have insufficient funds in your account before the final payment is taken, we will be notified of this by GoCardless and a 'Failed Payment' will be logged against your GoCardless record. You will then need to make alternative arrangements for payment to bring the account up to date.

If you are remaining as a CBW client you will need to make alternative arrangements to ensure that your invoices are paid on time; such as a Standing Order or BACS payment.

- **Changing Banks**



In the event that you change your bank details you will need to make the change via GoCardless. Due to the strict rules around Direct Debit, you must fill in your payment details and go through the sign-up process. We cannot facilitate this for you.

Please note that unless you make the change we will continue to take, or seek to take, payment from the bank details you entered when you originally signed up to GoCardless. If the account has already been closed we will be notified of this by GoCardless as a 'Failed Payment' which will be logged on GoCardless. You will then need to make alternative arrangements for payment to bring the account up to date. Where the original account remains open and has funds to make the payments, the regular payments will continue.

It is your responsibility to keep your bank details current.

- **Access to GoCardless**

GoCardless is compatible with mobiles and tablets and the payment pages will work in any Internet browser.

- **Standing Order**

You may wish to set up a Standing Order with your bank to make your regular monthly payments and you will find our bank details at the bottom of the invoice.

Please help us to identify your payment by including a reference, e.g. your website name.

- **Regular Invoices**

Please set up your Standing Order so that the funds reach us by the due date. The due date can be found on the invoice.

- **Ad Hoc Invoices**

For any ad hoc invoices issued for additional purchases, for example domain renewal or purchase of stock images, you will need to make a separate payment as it will not be included in your regular monthly Standing Order payment.

- **Changing Monthly Payment Plans**



In the event that your monthly payment plan changes, or you add an additional monthly plan, you will need to ensure that your Standing Order payment reflects this change.

Where one plan is ceasing and being replaced with a new plan, the final payment for the old plan should be made and the new Standing Order set up so that the payment date corresponds with the invoice due dates as before.

- **Terminating Your Contract**

If you terminate your contract with us and cancel your Standing Order arrangement whilst there is still an outstanding balance on the account, you will need to make a separate payment to clear the outstanding balance.

- **Changing Banks**

In the event that you change your bank details please remember to transfer your Standing Order to your new provider accordingly.

BACS

Where you make a regular payment run/Purchase Ledger process, please ensure that payment is received by the payment due date.

Please help us to identify your payment by including a reference, e.g. your website name.

Where you are making multiple payments it would also help us to be provided with a Remittance Advice which can be emailed to accounts@cleverbusinesswebsites.co.uk

Card Payments

We are unable to take payment by Credit or Debit card.

Cheques

Please note that we do not accept cheques.

Queries

For any accounts related queries please email accounts@cleverbusinesswebsites.co.uk