Commercial Credit & Invoicing Policy

1. Purpose

This policy outlines the terms and conditions under which JA Logistics Group (the Company) extends commercial credit to its customers and the procedures for invoicing and payment collection.

2. Credit Application Process

All new customers seeking credit terms must complete a 'New Customer Account Form'. Credit limits are determined based on third-party credit checks, trade references, and projected monthly spend. The Company reserves the right to refuse credit or set limits at its absolute discretion.

3. Standard Payment Terms

Our standard settlement terms are 30 days from the date of invoice, unless otherwise agreed in writing by the Managing Director. For new accounts, the first three bookings may be required on a 'Pro-Forma' (pre-paid) basis to establish a payment history.

4. Invoicing Procedures

Invoices are generated upon successful delivery and provision of a Proof of Delivery (POD). All invoices will be sent electronically to the designated billing contact. It is the customer's responsibility to provide accurate purchase order (PO) numbers at the time of booking; failure to provide a PO will not be accepted as a reason for non-payment.

5. Disputed Invoices

Any queries regarding an invoice must be raised in writing within 7 business days of the invoice date. If only a portion of an invoice is disputed, the undisputed amount must still be paid within the agreed terms.

6. Late Payments & Debt Recovery

Under the Late Payment of Commercial Debts (Interest) Act 1998, the Company reserves the right to charge interest at 8% above the Bank of England base rate on all overdue balances. Additionally, fixed compensation for debt recovery costs will be applied to each late invoice.

7. Credit Limit Monitoring

Accounts are monitored weekly. If a credit limit is exceeded or an account falls into arrears, further service will be suspended immediately until the balance is brought within limits or cleared.

8. Methods of Payment

Payment must be made via BACS or CHAPS. Our bank details are provided on every invoice. We do not currently accept cheque payments.

Policy Authorisation:
Jack Anderson, Managing Director
Effective Date: 31st July 2026