

BILLING POLICIES

bookkeeping@encoreceramics.com

ph: 541-955-8382 fx: 541-955-8342

Deposits:

- Any order with a wholesale value of \$5,000 or more requires a 50% deposit before we start production.
- Any order with a wholesale value of \$50,000 or more requires a 50% deposit before we start production. An additional 50% of the balance will be due prior to shipping the order.

Pre-Pay Accounts:

- Customers with pre-pay terms must pay a 50% deposit when the order is placed. The balance must be paid before the order ships. Shipping charges will be invoiced after shipping and will be due immediately. Freight quotes are available in advance for LTL shipments and will be included on the final invoice before shipping.

Payments:

- Payments can be made by check, ACH, or credit card.
 - *Check* – can be sent by mail or it can be processed digitally if you send a check image via email or fax.
 - *ACH* – contact us for banking information.
 - *Credit Card* – Visa, MasterCard, Discover, and American Express are acceptable with a completed credit card authorization form. A new authorization form must be completed for each transaction. *A processing fee of 3.5% will be added to all Visa, MC, and Discover transactions. A processing fee of 4.5% will be added to all American Express transactions.*

Credit Hold:

- If you have a balance on your account more than 5 days old and over \$500, your account may be put on credit hold. Once on credit hold, we will not ship any additional orders until all past due invoices are paid.
- An account that has been on hold 3 or more times in a 6-month period may have their credit terms reduced or changed to Pre-Pay. Additional fees may also be applied.
- An account that has been on credit hold a cumulative total of 20 days or more within a 12-month period will be subject to an additional fee of \$50 for each past due invoice.
- An account that has been on credit hold for more than 60 days may be referred to an outside collection agency.
- After a credit hold is released, allow 1-2 business days for any completed orders to be shipped.

Finance Charges & Other Fees:

- Past due amounts are subject to a finance charge of 1.5% per month (18% APR). In addition, if payment has not been received after 60 days from the date of the invoice a fee of \$100 may be added to your account.
- If a check is returned due to insufficient funds, a \$35 fee will be charged to your account.

If late payments or non-payments persist additional measures may be taken to collect any outstanding balances up to and including closing your account.