



GLP Training Commercial

Payment Terms and Conditions

1. Introduction

This document outlines the payment terms and conditions applicable to all financial transactions with GLP Training. These terms are intended to ensure efficient processing of payments to and from our clients, suppliers, and partners.

2. Payment Terms for Receiving Invoices

- **Standard Payment Term:** GLP Training commits to processing payments for services rendered or goods received within 30 days from the receipt of a valid invoice.
- **Invoice Submission:** All invoices should be submitted directly to our designated accounts payable email: **glptraining@dext.cc**. Invoices must include all relevant details such as dates, amounts, and a detailed description of goods or services provided.
- **Purchase Orders:** Invoices may require an accompanying purchase order number as part of our internal tracking system. While this is not always necessary, vendors will be notified beforehand if a purchase order is required for specific transactions.
- **Invoice Queries:** Any questions or discrepancies related to invoicing should be addressed to Luke Parsons at **luke.p@glptraining.co.uk**. We aim to resolve queries promptly to avoid delays in payment processing.

3. Terms for Sending Invoices

- **Payment Expectation:** When GLP Training issues invoices to clients, suppliers, or partners, we expect payment within 30 days from the invoice date. This facilitates better cash flow management and sustains our operational capabilities.
- **Payment Queries and Remittances:** Should there be any questions regarding the invoice details or if you need to confirm payment arrangements, please contact Luke Parsons at **luke.p@glptraining.co.uk**. Remittance advice should be sent to

glptraining@dext.cc to confirm the completion of payments.

4. General Provisions

- **Late Payment:** In the event of a late payment, GLP Training reserves the right to apply late payment charges as stipulated under applicable financial regulations and business policies. Such charges will be communicated in advance as part of our commitment to transparency with our business partners.
- **Confidentiality:** All financial transactions and related communications are treated as confidential. Information will be shared only with parties directly involved in the transaction.
- **Amendments to Terms:** GLP Training reserves the right to amend these payment terms and conditions as necessary. All stakeholders will be notified of any changes in a timely manner to ensure compliance and alignment with our operational requirements.

6. Cooling Off Period

All our commercial contracts include a standard 14-day cooling-off period. This period begins on the date the agreement is initially signed. During this time, you are entitled to a full refund of any payments made should you choose to cancel the agreement.

Please note: After the 14-day cooling-off period has ended, no refunds will be provided for qualifications once access to the course content has been granted. This applies to all qualification types, including those purchased via our website as well as longer-form Diplomas, Certificates, and Higher Technical Qualifications. Once learning materials have been accessed, the product is considered consumed and is no longer eligible for a refund.

7. Contact Information

For further information or clarification on our payment terms, please do not hesitate to contact us:

- **Accounts Payable/Receivable:** glptraining@dext.cc

- **Invoice Queries:** jessica.c@glptraining.co.uk,
Harvey.f@glptraining.co.uk

We value your partnership and thank you for your understanding and cooperation in adhering to these payment terms. Our goal is to ensure a smooth and efficient collaboration for all parties involved.