



Hunter & Co. Administrative Support – Payment Terms



Deposit Policy

A deposit of **50%** is required to secure your booking. This deposit is **non-refundable** and covers the initial commitment of time and resources to your project/service.

In the event that you choose to cancel after the deposit has been paid, the deposit will be retained and not applied to future bookings.

1. Payment Structure

- **One-off Projects:**
 - 50% non-refundable deposit required to secure booking.
 - Remaining 50% due **before delivery of final work**.
- **Ongoing Support Packages (Retainers):**
 - Full payment for the month is due **in advance**, on the [1st of each month / agreed billing date].
 - Services commence once payment has been received.
- **Small Services (under £200):**
 - Full payment is required upfront at time of booking.

2. Payment Methods

Payments can be made via:

- Bank transfer (details provided on invoice).
 - Online card payment (via Stripe/PayPal).
 - Direct debit (details will be provided on invoice).
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3. Late Payments

- Payments not received within **7 days** of the due date may result in services being paused until cleared.
- A late fee of **£25** may be applied at our discretion.

4. Cancellations & Refunds

- Deposits are **non-refundable**.
 - Retainer packages are billed monthly and are non-refundable once the billing period has begun.
 - A refund or part-refund may be eligible in certain circumstances and is at the discretion of the founder.
 - Notice of **30 days** is required to cancel or downgrade ongoing support packages.
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5. Invoicing

- Invoices are issued via email [and/or through accounting software].
- All invoices are due within 7 days of issue unless otherwise stated.

6. Currency & Location (if international clients)

- All payments are to be made in GBP.
- Swift and IBAN details are provided in the Invoice