

TERMS & CONDITIONS
FH Credit Control Solutions Ltd
Version 1.0

1. Introduction

These Terms and Conditions govern the provision of services by FH Credit Control Solutions Ltd ('the Company') to its clients.

2. Services

Services may include outsourced credit control, sales ledger management, payment chasing, aged debt analysis, cash flow reporting, credit control consultancy and related services as agreed in writing.

3. Engagement

Services commence once the client accepts the quotation or signs the Client Service Agreement.

4. Client Responsibilities

The client agrees to provide accurate information, access to relevant records, invoice copies and timely responses to queries.

5. Fees and Payment

Fees are as agreed in writing. Invoices are payable within 14 days unless otherwise agreed. We reserve the right to suspend services where invoices remain unpaid.

6. Confidentiality

Both parties shall keep confidential all business information obtained during the engagement unless disclosure is required by law.

7. Data Protection

Both parties agree to comply with the UK GDPR and the Data Protection Act 2018. Where required, a separate Data Processing Agreement will apply.

8. Limitation of Liability

The Company will exercise reasonable skill and care but does not guarantee recovery of outstanding debts. Liability is limited to the extent permitted by law.

9. Intellectual Property

Templates, reports, processes and documentation created by the Company remain its intellectual property unless agreed otherwise in writing.

10. Termination

Either party may terminate the agreement by giving 30 days' written notice unless otherwise agreed. Outstanding fees remain payable.

11. Force Majeure

Neither party shall be liable for delays caused by events beyond reasonable control.

12. Complaints

Complaints should be submitted in writing to faith@fhcreditcontrol.co.uk. We aim to acknowledge complaints within five working days.

13. Governing Law

These Terms and Conditions are governed by the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Contact

FH Credit Control Solutions Ltd

Email: faith@fhcreditcontrol.co.uk

Telephone: 07930 123456

Registered Office: (Insert Registered Office Address)

Company Number: (Insert Company Number)

Document Version: 1.0

Review Date: August 2027