

Procedural Changes to Service Renewals and Cancellation

This bulletin documents some changes to the procedures for dealing with any exception to the service renewal procedures.

Reminders regarding service renewals will be supplied during the first week of the month prior to the renewal date and you will be given 15 days to inform us of any cancellations/errors. We will acknowledge receipt of this information by fax within two working days, quoting a service amendment number. If no acknowledgement is received please contact the Customer Services Department in our City Office.

If no information to the contrary is supplied to us we will invoice as the schedule states.

No credit notes will be issued against service invoices unless:

- A service amendment number can be can be quoted; or
- The client has ceased to trade; or
- The client transfers to another reseller.

Note:– Supporting documentation will be required and the issue of a credit note will be at the discretion of our accounts department.

It is therefore essential that you inform us of any amendments you require. If you are not sure if a client will be renewing please let us know and we will delay the invoice.

If at any time you wish to check that our service records match yours please contact the Customer Services Department at our City Offices to obtain a print out from our database.