

# Customer Credit



## **Outline**

We are dedicated to bringing out the best in coffee, so to help our customers we provide several payment options including online credit card, funds transfer, and for approved wholesale clients, by invoice.

We strongly recommend that customers use online payment or arrange electronic funds transfer when making an order. We only have limited resources for the administration and outlay associated with providing goods on credit. The extra cost of providing credit can be detrimental to our business and will only be considered after all other options are extinguished.

## **Scope**

This policy applies to customer transactions where payment is not immediately received in full.

## **Policy**

For the purpose of sales of coffee and related products, we may approve suitable wholesale clients to take delivery of goods and services on credit. Any transfer of ownership of any goods is withheld until any associated debt is discharged.

At our discretion we may approve or cancel a customer credit authority at any time. Payment history, references, and financial information may be used in the consideration of authorising credit.

If approved, credit is strictly limited to one order at a time. It is important to realise that to prevent accumulation of debt; additional orders will be put on hold while any amount is still owing, and this may result in delay or the withholding of orders.

We have ultimate discretion in setting the maximum amount of credit, which will be generally limited to an amount that we determine as consistent with regular operational quantities.

Repeated late payments requiring reminders and follow up will result in suspension or cancellation of credit and a demand for immediate payment.

We may change the terms of customer accounts at anytime and will take reasonable steps to promptly advise the customer of any such changes.

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