

CISI Invoicing Policy

This policy sets out the processes the CISI follows in relation to the issue, payment and retention of invoices and the content of invoices.

1. Payment via Online Booking

- 1.1 For all products and services, the CISI provides a full breakdown of applicable costs at each stage of the Online Booking Process. Applicable costs may include:
- Product cost
 - VAT charge (where applicable)
 - Postage charge (where applicable)
- 1.2 Customers paying by credit card for any purchase (other than member subscription payments) will be subject to a 2% surcharge. This does not apply to debit card payments. Customers are notified of this surcharge at the Checkout stage of Online Booking where payment details are provided.
- 1.3 On screen Order confirmations may be printed and provide full details of order number and charges breakdown. Further confirmation will be sent to the customer via email.
- 1.4 All purchases and payments made are recorded in the customer record.

2. Payment via Credit Account

- 2.1 For those customers with a credit account, an invoice is raised within 48 hours of the completion of a booking and dispatched by second class post. Where customers prefer to receive monthly or weekly invoices instead, this is actioned.
- 2.2 In the UK, payment is due within 14 days of the invoice date. For international customers, payment is due within 30 days.
- 2.3 The invoice provides a full breakdown of all charges for each product / service.
- 2.4 Electronic records of invoices are retained for a minimum of 6 years.

3. Terms and Conditions

- 3.1 Full Terms and Conditions can be accessed on the CISI [website](#).