

FIRST AID AWARDS (FAA) CREDIT ACCOUNT

A centre can apply for a credit account by completing the [FAA Credit Account Application Form](#). Customers applying for a credit account will be routinely credit checked.

INVOICING

Invoices will be raised and sent out in a timely manner, in most cases on the day of the transaction.

Invoices will be for the full sum due, payable within 30 days and show comprehensive details of the goods/services supplied, carriage charge and VAT if applicable.

Account statements are raised twice monthly and can be requested. FAA centres can view their order history, account statement and outstanding balance, download invoices and make payments for outstanding invoices on FAAPlus.

NON-PAYMENT

Any invoice not paid within the agreed 30 days will result in escalation to debt recovery. No further registrations or orders will be accepted while the account is in arrears.

If an FAA centre fails to pay outstanding fees after repeated contact from the accounts department, FAA may remove centre registration with immediate effect.

CENTRE SUSPENSION

If an FAA centre is suspended, for example due to an investigation into maladministration or malpractice, access to FAAPlus would be disabled and no orders accepted pending completion of the investigation.

REFUNDS

Refunds are entirely at the discretion of FAA following the Terms & Conditions. This does not affect a customer's statutory rights.

VAT EXEMPTION

FAA must be notified of VAT exemption for example as a registered charity. A VAT Exemption Certificate detailing the exemption clause must be sent to FAA prior to ordering any goods or services.

INVOICE RETENTION

FAA retains all financial records for a minimum of six years from the financial year end of 31st December.

FAA ACCOUNTS CONTACT DETAILS

Telephone: 03458 333999

Email: accounts@firstaidawards.com

FAA policies are kept under constant review and updated as and when required.