



Cross Keys Homes' payment terms and conditions

- Our standard payment terms are 30 days from date of invoice. If this is unacceptable to your organisation then please contact us to discuss alternative terms
- If you have been sent a purchase order by us then you should quote the purchase order number on your invoice
- All invoices should be sent to our finance department at Cross Keys Homes, Shrewsbury Avenue, Peterborough, PE2 7BZ
- Our preferred method of payment is by BACS. When we have received your bank details for the first time we will confirm these with you, by telephone
- Our standard payment day is Wednesday. This means that if you are paid by BACS you will receive cleared funds in your bank account on a Friday. If we pay you by cheque, these are normally sent by first class post on the Thursday
- If we pay you by BACS we will send you a remittance advice by post or if you prefer we will send the advice by email. Please contact us with your email address if you wish us to do this
- Once we receive your invoice, it will be logged on to our finance system and sent to the ordering manager for approval. We are unable to pay an invoice until it has been approved
- If we don't agree your invoice, the ordering manager will contact you to explain why we do not agree and to resolve the dispute
- Once the dispute is resolved we will pay your invoice at the earlier of the due date, or the first Wednesday after resolution. If we need to receive a credit note for part of the value, then the invoice will not be paid until the credit note is received
- If you have a query about the payment of an invoice, please contact our accounts payable team on 01733 385050