



Tel: 01392 829989

Website: [www.epicsolutions.org.uk](http://www.epicsolutions.org.uk)

Email: [admin@epicsolutions.org.uk](mailto:admin@epicsolutions.org.uk)

### **Unpaid Invoices Policy**

EPIC Solutions' term and conditions state that consultation fees must be settled within 7 days of the invoice date or date of receipt of the invoice, whichever is the later date. The invoice will normally be generated within 24-48 hours of the appointment. Ongoing therapy fees are invoiced at the month end and must be settled within 7 days of the date of the invoice. Specialist assessment fees must be paid 50% in advance of the assessment and the remainder in full before receipt of the written report.

If invoices remain unpaid according to the above then the following steps will be taken:

1. EPIC Solutions will send an e-mail reminder after 14 days (or more) including a copy of the original invoice
2. EPIC Solutions will send a further e-mail reminder after 21 days (or more) including a copy of the original invoice
3. After 30 days (and two e-mail reminders) EPIC Solutions will send a formal letter (by recorded delivery) outlining that interest is being applied to the debt and compensation in line with Government Legislation, include a copy of the original invoice, list the dates of the previous reminders and ask for immediate payment
4. After 14 days (or more) from sending the formal letter, EPIC Solutions will send a further formal letter (by recorded delivery) outlining that unless payment is made within 5 working days we will be issuing a Statutory Demand OR proceeding to Court action, include a copy of the original invoice and list the dates of the reminders and ask for immediate payment and state that no further reminders will be sent
5. After 7 days (or more) from sending the second formal letter, EPIC Solutions will proceed with a Statutory Demand OR Court action if payment has not been received without further notice

Author	Publication date	Review date
Karen Street	August 2021	August 2023



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### Overdue Invoice Procedure Flow Chart

