



Bancroft Credit Control Policy

Background	In the past we have suffered a number of bad debts	Some large, some small
	This is our general company policy	<i>Not specific to you!</i>
	A debtor control policy has to be applied across ALL debtors	It is unworkable to make exceptions
	Commercially we have to balance the exposure to risk against our provision of a service to our customers	We try to be flexible, but we are not a bank!
	Extended credit costs <u>US</u> and ultimately increases price to <u>YOU</u>	Loans, for example
Understanding	We trust that our customers will understand and encompass our needs as part of the partnership in business	
	Credit limits are formally set based on historic payment reliability, credit references and our internal procedures	We are fair with you if you are fair with us!
	Overseas debt recovery is difficult and expensive to administer. We trust our non-UK customers will understand we are not “picking on them”	We regret that we cannot offer credit to non-UK customers
	We do not build in margins to allow for haggling, we try to offer a fair price. We work with you to ensure you get the best possible deal!	Tell us your needs, we will tell you what we can do to achieve them.
Terms	First shipments require cash with order	“Pro-Forma” invoice
	Equipment and machinery requires 50% deposit and 50% before shipping	Letter of Credit alternative. But high bank charges!
	Prices offered are based on the credit terms agreed and Bancroft terms and conditions of sale – attached to account application	Signed agreement required at account opening – UK customers only though
	Standard terms are 30 days net monthly. This equates to a maximum of 61 days, after which the account is in arrears	Payment strictly at end of month FOLLOWING month of invoice
	Statements are sent at month end each month	To fax number given
	Shipments are likely to be suspended after 70 days	To allow for “cheques in post”
And if it all goes wrong!	90 days after invoice date the account is closed and returns to proforma status. Fortunately this only applies to a very few accounts	Debts are referred to debt collectors for recovery. Really shouldn't be necessary but.....

Finally even if you do have a cash flow problem – talk to us, we'll do our utmost to assist!