FAIR PAYMENT CODE
SUPPLIER INFORMATION – INVOICE PAYMENT & DISPUTE PROCEDURE

We have signed up to the Fair Payment Code https://www.smallbusinesscommissioner.gov.uk/ppc/about-us/ this means that we have made a commitment to pay our suppliers on time:

1) Within the terms agreed
2) Without trying to change payment terms retrospectively (unless by mutual agreement)
3) Without changing practice on length of payment for smaller companies on unreasonable grounds.

We pride ourselves in paying our suppliers on time and are committed to achieving this standard. We aim to pay all invoices within the agreed terms by BACS transfer and in return we expect all suppliers to pass the benefit of fair payment on to their own suppliers.

To enable fair payment, we require the following from our suppliers:

1) All invoices/statements to be emailed to accounts@forkers.com
2) An order number must be quoted on all invoices
3) Delivery address must be quoted on all invoices
4) Signed delivery tickets/electronic signatures must be provided
5) Signed and authorised timesheets, hire sheets or other work records must be provided where required
6) Where a monthly account is operational, invoices must be received no later than 10th of each month to allow sufficient time for invoices to be processed and authorised for payment for the end of month BACS run
7) Where a monthly account is operational, statement of account to be provided no later than 15th of each month.

Co-operating with this policy is one of the best ways to ensure that you receive payment fairly.

Complaints or Disputes

We will put an invoice in dispute if:

a) There is no order number
b) There is a price discrepancy
c) Items have been charged for which are not detailed on our purchase order
d) Quantity of items have not been received/duration of hire is incorrect
e) Quality of items/service do not meet the correct standard expected
f) Items ordered are faulty/damaged
g) Timesheets, hire sheets or other record sheets have not been submitted for approval or are incorrect
h) There are agreed contra-charges to be made
i) We are awaiting credit notes from the supplier to offset against an invoice which is on hold.

In the event that an invoice is disputed we will write to you to notify you of the reason that the invoice is being 'put on hold' to make you aware that payment for that particular invoice may not be made on time. We will, however, endeavour to resolve any disputes with our suppliers within 14 days of notifying them of the dispute, subject to receiving required information to enable dispute to be resolved.

In the event of a dispute about the payment of an invoice, you should in the first instance email our Accounts Manager, Lesley Bingham, with your query. She can be contacted on 0121 505 1010 or lesleybingham@forkers.com. If you are not satisfied with the response please then contact Helena Boyle (Director) via email – helena@forkers.com

Golds Green House, Shaw Street, West Bromwich, West Midlands. B70 0TX. Tel 0121 505 1010. Fax 0121 505 1026
E-mail: admin@forkers.com Web site: www.forkers.com

Policy Review

As part of our commitment to continual improvement and ensuring it remains current and relevant, this policy will be reviewed annually, or sooner if required due to significant changes in legislation.

Signed:

H Boyle, Director
29th July 2026

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