

# Payment Terms and Recurring Billing Agreement

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1. You indicate acceptance of these payment terms by placing an order for a service billed on a recurring basis with O'Brien Media Limited and agree that we may update these terms when we need to without notice to you by posting the new terms on our website at [obrienmedia.co.uk/legal](https://obrienmedia.co.uk/legal)
  - 1.1. We accept payment via Direct Debit for recurring service billing. No other form of payment is acceptable.
  - 1.2. O'Brien Media does not accept cheques, postal orders, or any other form of payment other than those outlined in 1.1 above unless otherwise agreed at the time the invoice is raised.
  - 1.3. O'Brien Media shall be entitled to charge interest in respect of late payment of any sum due under this Agreement, which shall accrue from the date when payment becomes due from day to day until the date of payment at a rate of 8% per annum above the base rate of the Bank of England from time to time in force.
  - 1.4. If it is necessary for us to issue you invoices or other documents by post, we will add the cost of producing and issuing these documents to your account balance in line with our published [scale of charges](#)
  - 1.5. Pro-rata refunds will not be issued for services that are cancelled before the end of the billing period for the service in question.
  - 1.6. Should your chosen payment method fail you agree that O'Brien Media to attempt to settle your invoice using any other payment facilities available on your account.
  - 1.7. Other than when stated otherwise in a signed contract we may change your service price in line with, including but not limited to, cost price increases, inflation, interest rate changes, increases in the cost of providing you with your service, and additional costs in managing your account. You will be notified of this change in your service renewal email prior to your new price taking effect and via the renewals section of Client Connect.
  - 1.8. All services will renew until cancelled by the customer. O'Brien Media emails the customer's primary email address prior to renewal of

services, it is the customer's responsibility to cancel services prior to renewal as no refund can be made once renewal has occurred. Customers must notify us at least 28 days before a service is renewed if they wish to cancel that service. The cancellation process must be fully completed, and all outstanding amounts paid, by you before your account is cancelled.

- 1.9. If the Customer, as an officer of a Registered Company or other incorporated entity, engages O'Brien Media in the provision of Services on behalf of the Registered Company the individual agrees to be bound to, and take responsibility for, complying with all terms under this Agreement should the Registered Company be unwilling or unable to be bound to, or take responsibility for, complying with all terms under this agreement.
- 1.10. You are required to have a valid email address and Direct Debit mandate registered to your account at all times, failure to do so may result in suspension of your account, or additional charges to cover the cost of manually processing your payment, in line with our published [scale of charges](#).
- 2.11. If you cancel your Direct Debit mandate for any reason you must immediately notify O'Brien Media and set up a replacement Direct Debit mandate. A fee may be charged for processing the Direct Debit cancellation where we are not notified by you of the cancellation.