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STUDENT CHARGEBACK POLICY

This policy is designed to inform students undertaking training at First Aid Certification and Training. This policy outlines the rights of the students and the duties of the Staff at First Aid Certification and Training.

Allan Bartlett

FACT Policy 20.0

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SCOPE

This policy applies to all corporate clients, companies, government agencies and third-party organisations (“Clients”) engaging First Aid Certification and Training (FACT Adelaide) for courses, consultancy or related services.

Definitions

Invoice

A document issued by FACT Adelaide requesting payment for services rendered or to be rendered.

Due Date

The date by which payment must be received, as specified on the invoice.

Outstanding Invoice

Any invoice that remains unpaid after its Due Date.

Late Payment Fee

A 10% administration charge applied to any Outstanding Invoice not paid within 14 days of issue.

Invoice Issuance

An initial invoice will be issued upon booking confirmation for any required deposit.

A final invoice will be issued within 7 days of course completion or service delivery.

All invoices reference a unique invoice number, service description, invoice date and Due Date.

One consolidated invoice per engagement will be issued unless otherwise agreed in writing.

Payment Terms

Payment is due in full **within 14 days** of the invoice date.

Payments must be made in Australian dollars (AUD).

FACT Adelaide does not accept cash payments for corporate invoices.

Failure to settle the invoice by the Due Date will void any negotiated discounts.

Late Payment & Penalties

Invoices unpaid after 14 days incur a **10% administration fee** on the outstanding balance.

FACT Adelaide reserves the right to suspend access to services, withhold Statements of Attainment (SOAs) or certificates until all Outstanding Invoices—and any associated fees—are paid in full.

Continued non-payment beyond 30 days may result in referral to a debt-recovery agency or the commencement of legal proceedings. All recovery costs will be charged to the Client.

Dispute Resolution

Clients must notify FACT Adelaide in writing of any invoice discrepancies within **7 days** of receipt.

Disputed amounts must be clearly itemised; undisputed portions remain payable by the original Due Date.

FACT Adelaide will investigate and respond within 5 business days.

If a dispute remains unresolved after 14 days, standard payment and penalty terms apply to the full invoice amount.

Record Keeping & Confidentiality

FACT Adelaide maintains electronic records of all issued invoices and payment receipts for a minimum of seven years.

Client financial information is treated with strict confidentiality and used solely for billing and regulatory compliance.

DEFINITIONS