

## **whg Invoice Payment Dispute Resolution Process**

It is the aim of whg to pay all invoices within 30 days from receipt of the invoice.

Within whg receipt is classed as;

The date the invoice is received either by email to the Finance Invoicing Inbox [whg.invoicing@whgrp.co.uk](mailto:whg.invoicing@whgrp.co.uk) or by post to The Finance Team, 100 Hatherton Street, Walsall, WS1 1AB. Provided;

- It states a valid Purchase Order Number or Job Number,
- VAT invoices must be compliant with HMRC VAT invoice guidelines,
- It specifies what the charges are and what they are for,
- Goods or Services must have been received in accordance with the specification. (Proof of delivery may be required),
- It is submitted within 7 days from the date of the invoice

If the requirements above are not met the invoice may be returned for cancellation and resubmission with a current date.

Standard Terms and Conditions can be found in the link to terms and conditions on our website at <https://www.whg.uk.com/about/supplier-information/> . Other terms and conditions may apply subject to individual contract terms.

In the event of a dispute relating to the invoice, initially the person who raised the Purchase Order or the relevant Contract Manager will contact the supplier/contractor providing details of the dispute and seeking resolution of any issues.

Disputes may be escalated internally within whg depending on the circumstances of the dispute.

Where it is not possible to reach an agreement a number of potential dispute resolution methods may be employed for example mediation, adjudication, expert determination, litigation and/or arbitration.

Suppliers/contractors may contact the Payments Team on [whg.invoicing@whgrp.co.uk](mailto:whg.invoicing@whgrp.co.uk) if they have any query relating to payment of the invoice.