



CATUG Payment Policy

Welcome to CATUG! We value your business and strive to provide you with exceptional products and services. To ensure a smooth and transparent transaction process, please review our Payment Policy below.

1. Payment Terms

Net 30

Our standard payment terms are **Net 30**, meaning that payment is due within 30 days from the invoice date. By agreeing to our services or purchasing our products, you acknowledge and accept these payment terms.

2. Invoicing

- **Issuance of Invoices:** Invoices are generated and sent promptly upon delivery of goods or completion of services. You will receive invoices via your preferred method of communication (email, postal mail, etc.).
- **Invoice Details:** Each invoice will include essential information such as:
 - Invoice Number
 - Invoice Date
 - Due Date
 - Description of Goods/Services Provided
 - Total Amount Due
 - Payment Instructions

3. Payment Methods

We offer multiple convenient payment options to accommodate your preferences:

- **Bank Transfer:**
 - **Account Name:** CATUG INC
 - **Bank:** Choice Financial Group
 - **Account Number:** 202390615921
 - **Routing Number:** 091311229
 - **SWIFT/BIC:** CHFGUS44021 (for international transfers)
- **Credit/Debit Cards:**

We accept major credit and debit cards, including Visa, MasterCard, American Express, and Discover. Payments can be made securely through our online portal by clicking “pay now” on our electronic invoice.



- **Checks:**
Note that CATUG **DOES NOT** accept checks from Jan. 2024.

4. Late Payments

Timely payments are essential to maintaining our high level of service. To encourage prompt payment and account for any unforeseen delays, the following policies apply:

4.1. Late Payment Fees

- **Grace Period:** A grace period of 10 days is provided beyond the due date.
- **Late Fee:** If payment is not received within the Net 30 terms plus the grace period, a late fee of **2%** of the outstanding amount per month will be applied.

4.2. Payment Reminders

We will send automated reminders as your payment due date approaches and after it has passed. The reminder schedule is as follows:

1. **First Reminder:** Sent 7 days after the invoice due date.
2. **Second Reminder:** Sent 14 days after the due date.
3. **Final Notice:** Sent 30 days after the due date.

4.3. Suspension of Services

If payment remains outstanding beyond 60 days, CATUG reserves the right to suspend ongoing services and halt the delivery of goods until the account is brought up to date.

4.4. Collections

Accounts unpaid after 90 days may be referred to a collection agency. Additional costs incurred during the collection process may be added to your outstanding balance.

5. Disputes and Adjustments

If you believe there is an error in your invoice or have any concerns regarding your bill, please contact us immediately. We are committed to resolving disputes promptly and fairly.

5.1. Reporting Discrepancies

- **Timeframe:** Discrepancies must be reported within 15 days of the invoice date.



- **Process:** Contact our billing department at [billing@catug.com] or call [Your Phone Number] with your invoice number and details of the issue.

5.2. Resolution

We will investigate the issue and, if necessary, issue a corrected invoice or credit memo. Any adjustments will be reflected in your account balance accordingly.

6. Confidentiality and Data Protection

CATUG is committed to protecting your privacy and ensuring the confidentiality of your financial information. All payment transactions are conducted through secure channels, and your data is handled in accordance with our [Privacy Policy](#).

7. Contact Information

For any questions or concerns regarding your payment, please contact our billing team:

- **Email:** info@catug.com

8. Changes to Payment Policy

CATUG reserves the right to modify this Payment Policy at any time. Any changes will be communicated to clients through our website and other appropriate channels. Please review this policy periodically to stay informed about our payment terms and conditions.