

# Creative Software Solutions (Europe) Limited Payment Terms

These Payment Terms were updated May 2019.

The following schedule outlines project payment terms.

Service	Schedule	Terms	Example
<b>Hardware</b>	100% of payment at the time of order.	Payment due 30 days on receipt of invoice	1st August 2019 – Contract place order with CSS 2nd August 2019 – CSS issue invoice to contract  1st September 2019 – Payment received by CSS
<b>Implementation, training and associated onboarding services (including custom integrations)</b>	100% on UAT sign off. Our team require customers to be 100% satisfied with our product and service, CSS, therefore, do not expect payment until this time <sup>[1]</sup> .	Payment due 30 days on receipt of invoice	1st November 2019 – Go live, CSS issue invoice to contract 1st December 2019 – Payment received by CSS
<b>Annual Subscription</b>	First-year 100% on UAT sign off. Subsequent years 100% on anniversary of UAT date.	Payment due 30 days on receipt of invoice	<b>1st Year Subscription</b> 1st November 2019 – Go live, CSS issue invoice to contract  1st December 2019 – Payment received by CSS  <b>Subsequent Years Subscription</b>  26th July 2020 (Contract UAT Anniversary) – CSS issue invoice to contract  24th August 2020 – Payment received by CSS

**[1] CSS will endeavour to adhere to the milestones set out in the project plan and we plan meticulously so all contract go-lives run smoothly and on time. If at any point 'the Contract' push back milestones, this will have an adverse effect on other contracts' project plans meaning CSS cannot guarantee resource for new anticipated go-live dates. First year's payment will be due on UAT date as stipulated in the project plan and subsequent years invoiced on the UAT anniversary. If in doubt, please contact our Business Development Team.**