

Credit & Payment Policy

Chemical Concepts | Customer Facing | Effective December 15, 2025

Our Commitment

Chemical Concepts is committed to building strong, long-term customer relationships while maintaining responsible financial practices. This policy outlines our standard credit and payment expectations to ensure clear communication and efficient order processing.

Standard Payment Terms

- Our standard payment terms are Net 30 days from the invoice date.
- Extended payment terms may be considered based on customer size, volume, and overall credit profile.
- Approved extended terms may include corresponding pricing adjustments.

Establishing Credit

To establish trade credit with Chemical Concepts, customers may be asked to:

- Complete a credit application
- Provide trade references and banking information
- Demonstrate satisfactory credit history

New or higher-risk accounts may be approved under trial terms, which can include partial prepayment or alternative payment arrangements while a payment history is established.

Credit Limits

Credit limits are assigned based on creditworthiness and expected purchasing activity. Limits may be reviewed and adjusted periodically based on payment performance and business needs.

Large or Special Orders

- Orders that are unusually large or exceed established credit limits may require partial prepayment.
- Special order or non-standard products may require deposits or payment in full prior to production or shipment and are generally non-cancellable.

Invoicing & Payment Methods

- Invoices are issued at the time of shipment or service completion.
- Accepted payment methods include check and ACH electronic transfer.
- Payments made by credit card on Net-term invoices may be subject to a processing fee.

Late Payments

- Payments not received by the invoice due date are considered late.
- Customers may receive reminders regarding upcoming or past-due invoices.
- Late payment fees may be assessed where permitted by law.

Credit Holds & Payment Status

Chemical Concepts reserves the right to place accounts on credit hold or require prepayment if invoices remain past due or payment terms are not consistently met. Orders may be delayed until payment matters are resolved.

Changes to Credit Terms

Credit terms may be modified based on payment history, account activity, or changes in business conditions. Customers will be notified when material changes to payment requirements occur.

Questions & Communication

We encourage customers to communicate proactively regarding payment timing or questions. Our accounting and credit team is available to assist in finding appropriate solutions when issues arise.

Policy Review

This policy may be updated periodically to reflect changes in business practices or economic conditions. Chemical Concepts reserves the right to modify or discontinue credit terms with reasonable notice.

Our Goal

By maintaining clear expectations and open communication, Chemical Concepts aims to support efficient transactions, reliable service, and long-term partnerships with our customers.