Pricing FAQ

The Certification People — Simple. Accredited. Certification.

What "Accept quote" does

All engagement types

Accepting a quote is the single action that moves you from free to paid. It (1) generates a signed engagement letter, (2) reserves auditor time, (3) issues your first invoice, and (4) unlocks the paid sections of your portal: audit plan, meetings, evidence workspace, clause checklist, corrective actions and certificates.

Per engagement type

Initial certification — commits you to Stage 1. Annual Surveillance — commits you to the next annual audit. 3-yearly Recertification — commits you to the re-audit cycle. Nothing is unlocked, and no invoice is raised, until you click Accept.

Payment methods

Accepted

UK Bank transfer (BACS / Faster Payments) is the default — bank details are on every invoice. Debit & credit card via secure Stripe link on the invoice (Visa, Mastercard, Amex). We do not accept cheques or cash.

Splits

For Initial certification and Recertification engagements above £5,000, we can arrange a 50/50 split (deposit on acceptance, balance before Stage 2 / before the audit). Surveillance fees are invoiced as a single payment.

Invoicing timeline

Initial certification

Invoiced in full on quote acceptance, payable before Stage 1 begins (or 50% on acceptance / 50% before Stage 2 if a split is agreed).

Annual Surveillance

Invoiced 30 days before the scheduled audit date, payable before the audit takes place.

3-yearly Recertification

Invoiced on quote acceptance, payable before the recertification audit is scheduled.

All invoices

Standard 30-day payment terms unless an audit date falls sooner — in which case payment is due before that audit date. All figures exclusive of VAT.

Refunds — eligibility & timing

Eligibility trigger (all types)

Eligibility is set by the milestone reached when we receive your written cancellation (email to hello@thecertificationpeople.com).

Initial certification

Full refund before Stage 1 kick-off. Once Stage 1 has started, work delivered (audit, reviewer, planning time) is deducted and the balance refunded. Once Stage 2 has started, the fee is non-refundable.

Annual Surveillance

Full refund if cancelled at least 14 days before the audit date. 7-13 days: 50% short-notice fee, balance refunded. Under 7 days or on/after the audit date: non-refundable.

Recertification

Same milestone rules as Initial - full before the audit begins, deducted for work delivered, non-refundable once the audit is complete.

Our side

If we cancel, reschedule, or fail to deliver on our side, you are refunded in full regardless of milestone.

Refund timing

Eligibility confirmed within 2 working days of cancellation. Bank transfers refunded within 5 working days; card payments within 5-10 working days (issuer-dependent). Credit note emailed at the same time. Deposits and balances refunded to their original payment routes.