



jim-barry behar, inc. d/b/a | **Relentless Computer Solutions**  
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## Billing Policies

### **Hardware and Software**

Prepayment, 70% deposit (for approved customers only at our sole discretion), or a valid credit card will now be required prior to ordering any hardware or software. If paying for hardware by credit card, be aware that prices quoted are always cash prices and that your final charges are subject to handling fee of 4%. If a leasing company is involved, a 25% deposit is still required, which will be refunded upon payment by the leasing company. No deposit, no order, no exceptions.

### **Labor and Services**

Our rates are specified and available on our Support Agreement which is sent as an attachment to each invoice, and also available for your review on our website.

### **Telephone, Remote and e-Mail Support**

Telephone, remote, and email support will be charged, in 15 minute increments.

### **Prioritization**

We do our best to honor appointment times, but any system down situations will take priority over appointments. We will inform you as soon as possible if we are going to be late or need to reschedule an appointment due to priority issues.

### **At Home Services**

Work at your home is subject to the same rates, terms and conditions as work done at your office location. Please keep in mind that our focus is on business solutions and priority will always be given to our business customers. Work at your home will be at our sole discretion and will likely be performed by another technician than the person(s) you are accustomed to seeing come to your office.

### **Trip/Travel/Parking Charges**

Our trip charge and expense policies are specified on our Support Agreement which is sent as an attachment to each invoice, and also available for your review on our website.

### **Invoicing Policies**

In an effort to protect the environment, we are no longer sending out hard-copy invoices; you must have a valid email address on file. You can designate up to two email addresses to receive invoices.

Jim-Barry Behar  
President

Jim-Barry Behar, Inc. d/b/a Relentless Computer Solutions