

## Hardware and Software

Full pre-payment or a valid credit card will 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 50% deposit is still required, which will be refunded upon final payment by the leasing company. **No deposit, no order, no exceptions.** Visa and MasterCard are accepted.

## Labor and Services

Our rates are specified and available on our Support Agreement which is sent as an attachment to each proposal, and also available for your review on our website. After hours, weekend, and holiday rates are subject to the surcharges and schedules as outlined on the Service Times & Rates disclosure.

## Telephone, Remote and e-Mail Support

Telephone, remote, and email support will be charged, in 6 minute increments.

## Prioritization

We do our best to honor appointment times, but any system down situations will take priority over appointments. Managed Services customers will also take priority over impromptu support requests from non-managed customers. 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 a home or home office is subject to the same rates, terms and conditions as work done at your office locations. 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 can possibly be performed by other technicians 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  
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