

# **eServices For You General Service Agreement**



**All Clients are subject to this general service agreement.**

## **Our Commitment to You, the client:**

**We at eServices For You are committed to providing you, the client, with the best possible service so that you can concentrate on your job and growing your business like you would like to do.**

**We do this by concentrating on your needs, not ours. We listen by giving you our undivided attention so that we understand your needs and how we can help and improve on those. Without you, we do not exist.**

## **We commit to serve you in the following ways:**

**Attend to your needs, questions and issues with professionalism, curtesy and timeliness.**

**Track all issues and work on them until you tell us it is resolved.**

**Document all issues.**

**Document all communications where possible.**

## **What we ask of you:**

**Provide us with clear, concise detailed descriptions of your needs or issue(s) so that we can understand clearly and respond accordingly.**

**Respond promptly during an issue resolution period so that we may work towards a solution in a timely fashion. (If we must wait and have other work pending, we might have to put your issue aside to provide service to another client.)**

**Provide us with copies all 3<sup>rd</sup> party documentation that relate to items you would like us to provide service on. (Example; ISP configurations, printer support information, software license and support information.) This helps us to provide timely support for any issue you may have by allowing us to coordinate support with those 3<sup>rd</sup> parties as the need arises.**

**Inform us of any changes or additions you make to systems or networks that we provide service for so that we can update our records accordingly.**

**Promptly pay for all services and items rendered to you or on your behalf. Prompt payments help us to keep costs down.**

# eServices For You

## General Service Agreement



### Our Account/Billing policy:

- All accounts unless otherwise specified are Net 15 days.
- Invoices more than 10 days late subject to late fee of \$35 per invoice.
- Finance charge of 21.6% annual compounded per billing cycle charged to all past due amounts during each billing cycle.
- Minimum finance charge is 50 cents.
- There is no grace period on late payments before finance charges are applied.
- Billing cycle is weekly, generally on Monday.
- Hosting services are invoiced monthly unless monthly charges are less than \$50, which is then invoiced quarterly.
- Reoccurring billing (Hosting services, service contracts, server maintenance, security services, etc.) are invoiced during the second billing cycle of the preceding month.
- Past due payments greater than 60 days subject to 3<sup>rd</sup> party collection.
- Client with past due payments greater than 60 days will be placed on Prepaid terms only for a minimum of 4 billing cycles or 6 months, which ever is longer, after past due amounts are paid.
- Client with past due payments greater than 45 days will have all services provided suspended until resolution of past due payments. NOTE: Any suspension of service under this circumstance will not extend any contract for the length of time service is suspended, and will not relieve the client of any other monetary commitments.
- Client bears all collection costs of all past due payments, from day 1 past due and on.
- In the event of legal dispute, the location of jurisdiction will be Los Angeles County, State of California, United States of America.

Thank you for your understanding and support and allowing us to service you.