

Public Policies for Etenlege Holdings, LLC dba Print and Web Designer

Policies subject to change without prior notice.

All business is conducted and orders are accepted subject to the Policies of Business set out below. They contain important matters affecting rights and liabilities. Please initial each item as your agreement to abide by these terms.

1. INTERPRETATION

In these Policies 'The Company' means Etenlege Holdings, LLC dba Print and Web Designer (P&WD) and 'The Customer' means the party to whom goods or services are supplied by the Company. Headings are included for reference only and shall not affect the construction of these Policies.

2. PRICES

- Prices are agreed at the date of order. Prices will be determined either by project or by the hour with a minimum hourly rate of \$105 per hour. Billing time is based on 30 minute increments. For all orders over \$250, a deposit equal to 50% the cost is due before project begins. Payment in full is required before final media is released.
- Approved credit accounts are subject to settlement in full within fourteen days of invoice. A minimum of \$52.50 is applicable on any single order. All other transactions require immediate payment.
- Offers, estimates and proposals made by P&WD to potential clients should be treated as trade secrets and remain the property of P&WD. Such offers and proposals or the information contained within them must not be passed to third parties or publicly disseminated without prior written authorization from P&WD. This includes, but is not limited to, technical features, functionality, aspects of the design and pricing information. All offers, estimates and proposals are valid for 30 days from date of sending.
- The Company reserves the right to charge interest at the rate of 15% on invoices that have not been settled within thirty days.
- The Company reserves the right to cancel Credit Accounts or withhold further supplies on credit, without prior notice, if the above terms are not observed or the credit limit is exceeded.
- If payment has not been received by the due date, P&WD has the right to suspend ongoing work for Client, until such time that full payment of the outstanding balance has been received.

3. ORDERS

- Orders must be accompanied by an official order or written instruction signed by the duly authorized person. Digital/email is acceptable form of instruction. Text or social media messaging are NOT accepted for orders or changes.
- Verbal instructions are accepted only with the understanding that the Company will not be responsible for mistakes or delays arising there from. Please follow up with an email confirming verbal instructions.
- If deadline is missed a new deadline will be established based on schedule availability and may incur additional fees for delay. This doesn't mean the project is pushed back the number of days missed.
- The Company reserves the right, at its own discretion, to refuse any order.
- The Company shall be entitled to subcontract any service that it agrees to perform for any customers.

- While every effort will be made to adhere to the service time quoted, no liability can be accepted for any delays occurring.

4. OWNERSHIP AND COPYRIGHT

Any material submitted to the Company for imaging and processing remains with the customer. The Customer accepts sole responsibility for any claim of copyright infringement brought by a third party and agrees to indemnify the Company for any losses or expenses it suffers including legal costs, in relation to any such claim. Subject to the rights of third parties and to any rights of The Company any work undertaken by The Company, including any data, reports, servicing, schedules, drawings, specifications, designs, invention or material produced or acquired in the course of such work and copyright therein shall vest in and be the property of Customer.

5. COMPANY STANDARDS

- Company hours are Monday-Thursday 9 am-5 pm.; Friday 8:30 am - 2:30pm. Off hour services are available for an additional fee, otherwise all after hours correspondence will be returned the following business day.
- All National/Federal holidays are observed.
- Religious holidays are observed including but not limited to one religion.
- P&WD is closed between Christmas and New Year's and approximately two other weeks throughout the year. Ample notice is given to accounts. This excludes a web emergency for monthly clients on support packages.
- Orders/projects are completed first come, first serve with priority clients getting priority.

Understanding and Agreement to Terms and Conditions as outlined above

Company: _____

Authorized Signature: _____

Printed Name: _____

Date: _____