

Click-it Solutions, LLC

Payment Terms & Conditions

Article I. Initial Statements

Section I.1 Scope

- (a) This document shall constitute the express terms and conditions of any actual or implied agreement for Payment terms (hereafter referred to as the “Agreement”) offered or provided to [CUSTOMER] (hereafter referred to as the “Client”) by Click-it Solutions, LLC (hereafter referred to as the “Servicer” and/or “Click-it Solutions”).**

- (b) Client is deemed to consent to the Agreement, and the express terms and conditions set forth in this document, upon acceptance of any service or sales made by Click-it Solutions. If the Client refuses any part of this Agreement, Click-it reserves the right to refuse service to the Client.**

- (c) Click-it Solutions reserves the right to alter or modify this Agreement at its sole discretion with or without notification to the client.**

I. Billing and Charges

- A. Charges and invoices are billed in US Dollars and shall be settled in US Dollars.

- B. Hourly labor charges:
 - 1. Click-it Solutions charges hourly fees beginning at a minimum of 60 minutes and increasing at 30-minute intervals.
 - 2. Charges are based upon Click-it Solutions’ expected or estimated time to resolve the Client’s problem.

- C. Flat rate charges:
 - 1. Charges will follow the schedule outlined in Click-it Solutions’ standard pricing list.
 - a) A current pricing list is available upon request or can be found at Click-it Solutions’ webpage.

- D. Commercial charges:

1. Any Client deemed an SMB, commercial, or business Client will be charged based upon the provider's commercial pricing list.
 2. There are no flat rate charges for any commercial services and/or sales; billing is subject to hourly charges only.
 3. A current list of rates is available upon request.
- E. Payment is accepted only in the form of Visa, Mastercard, Discover, American Express Credit/Debit, cash, personal check and PayPal.
1. Accepted payment and methods of paying are available upon request.
 2. Click-it Solutions does not accept virtual or Crypto Currencies or money orders.
- F. Any billing or payment errors must be reported to Click-it Solutions within 30 days of payment by the Client.
- G. All invoices will be sent electronically by Email to the client by Click-it Solutions, unless the client requests otherwise.
1. The client is required to give Click-it Solutions a primary email and/or mailing address for sending invoices.
- H. The Client is responsible to promptly notify Click-it Solutions whenever billing information changes including but not limited to: name, address, telephone number, and/or credit card information.
- I. All charges by Click-it Solutions are subject to Connecticut State Sales Taxes.

II. Return and Repair Guarantee

- A. Payment will not be refunded unless the device is proven to be improperly serviced by Click-it Solutions.
- B. Click-it Solutions provides a limited warranty and return policy on any new, used and refurbished equipment purchased by the client.
- C. Service is guaranteed for 30 days from the date the Client is notified by Click-it Solutions of completion of repair/service.

1. If the repair/service does not resolve, fix, or if the problem continues Click-it Solutions will perform the followup repair or service free of labor charges.
 2. Click-it Solutions reserves the right to refuse service if it is proven the Client caused the recurrence of the problem intentionally or unintentionally.
- D. Products sold by Click-it Solutions are warrantied for 15 days from the date of acceptance by the Client.
1. The Client is responsible to contact the manufacturer of the product for replacement beyond Click-it Solutions 15 day warranty.
 2. Beyond 15 days if the manufacturer will not replace the product the Client is responsible for any additional and/or replacement products.

III. Late Payment and Fees

- A. A fee of \$15 will be applied to any bounced or cancelled checks.
- B. Late Payment Fee Schedule:
 1. If full payment is not made by the due date, a 10.0% or \$10.00 per month, whichever is higher, late fee [or the maximum amount allowed by law], will be applied to the total remaining balance starting on the following day after the invoice due date. This applies to declined credit cards, credit card disputes, or any other reason resulting in an unpaid balance.
 - a) Click-it Solutions will send invoice updates monthly with updated totals including any and all late fees associated with late payment of invoices.
 2. If full payment is not received within 60-days after the date of invoice, Click-it Solutions reserves the right to charge a \$50 storage fee in addition to all late fees to hold the Clients devices or equipment. This

applies to declined credit cards, credit card disputes, or any other reason resulting in an unpaid balance.

- a) Click-it Solutions will send notification via email or mail to clients informing them of the fee being charged with an updated invoice including any and all late fees associated with late payment of invoices.
3. If full payment is not received within 180-days after the invoice due date, the client's equipment, devices, software, or any and all property in Click-it Solutions' possession will become the property of Click-it Solutions. This applies to declined credit cards, credit card disputes, or any other reason resulting in an unpaid balance.
- a) Click-it Solutions will give the client written notice 10-days before intentions of taking ownership of the client's property for past due invoices.
 - b) Click-it Solutions reserves the right to retain possession of, use, sell, or dispose of any property including, but not limited to: equipment, devices, and software of the client's in order to cover any losses sustained by the service or goods purchased if payment is not made within required time limits.
 - (1) For confidentiality purposes, Click-it Solutions will make all attempts to return the client's hard disk drive, solid state drive and/or any and all data to them.
 - c) If no property is in the possession of Click-it Solutions, any unpaid balances that remain on the client's account will be subject to an additional 35% collections fee and will be transferred to our collection agency. This applies to declined credit cards, credit card disputes, or any other reason resulting in an unpaid balance.

(1) Click-it Solutions reserves the right to forward any uncollected bills to a collection agency.

- C. Click-it Solutions reserves the right to deny services or products to any Client with an invoice that is currently or has been more than 30-days late previously.
- D. If a Client has any history of late payment with Click-it Solutions, Click-it Solutions reserves the right to charge an upfront percentage of estimated or quoted cost of future billings.

IV. Protection Plans Pricing Terms

- A. All fees pertaining to the cost of Click-it Solutions' Protection Plan agreement will be disclosed to the client prior to the setup of service.
- B. All fees and term lengths are disclosed and agreed upon before installation of software setup of services.
 - 1. Payment for Protection Plans will follow a net 30 payment schedule.
 - a) The first invoice will be billed upon setup of all services provided with chosen Protection Plan.
 - b) All further invoices for the Protection Plan will be billed 30 days prior to the anniversary date of service setup. Thus resulting in the anniversary date being 1 day after the due date of the invoice.
 - 2. Full payment for services must be made within 30 days of the date of invoice.
 - 3. If full payment is not made within the net-30 payment terms, the Protection Plan will be suspended until payment is made in full.
 - a) During suspension Click-it Solutions will not cover any repairs, support, or discounts, nor will Click-it Solutions uphold Click-it Solutions' end of the agreed upon conditions stated in this agreement nor in the Click-it Solutions Protection Plans Terms and Conditions until full payment has been made.

- b) From date of suspension, the client has 30 days to pay the invoice in full or Click-it Solutions will terminate the Protection Plan contract and the client will have to reapply for another agreement.
 - (1) Reapplication will occur no earlier than 90 days following termination.
 - c) Click-it Solutions is not responsible or required to notify Client of termination of Protection Plan.
4. Any charges that incurred outside of the selected chosen Protection Plan coverage and definitions will be subject to their own net-30 payment terms.
- a) Such charges include but are not limited to: hardware, consultation, remote support, diagnostic fees, repair work not covered by the Protection Plan, hourly charges, etc.
 - b) Hourly rate charges by the provider will start at a minimum of 30 minutes and increasing at 30-minute intervals.
 - c) Charges and fees accumulated during a calendar month shall be consolidated and billed at the end of the calendar month.
 - d) Invoices will be sent within 3 business days of the end of calendar month.
 - e) Discounts will be included automatically in the invoice.
 - (1) This includes any percentage discounts as well as credits the client may have.
 - f) Any billing or payment errors must be reported to Click-it Solutions within 30 days of payment by the Client.