



TOLL FREE: 888-506-0777

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### **Billing**

Unit Visions, LLC., e-mails out invoices on the 15<sup>th</sup> of each month for regular monthly charges and any extras (ie. Flyers, postcards, signatures, etc) completed the 1<sup>st</sup>-15<sup>th</sup>. Any extras completed after the 15<sup>th</sup> will appear on the following month's invoice.

### **Payments**

Unit Visions, LLC., requires a credit card be placed on file which will be charged on the 16<sup>th</sup> of the month. If for some reason you are opposed to giving us credit card information, you may select an alternate form of payment.

### **Past Due Balances**

Unit Visions, LLC., does not charge late fees or interest on late payments. At 10 days past due, no more work will be done on your account (website, flyers, newsletters, etc). At 20 days past due, any website you have with us will be disabled until payment of all past due amounts has been received. If your account becomes seriously past due (6 months or more) we reserve the right to seek legal action if necessary.

### **Notice of Termination**

Unit Visions, LLC., works on a month-to-month basis with its clients. *As such, we require notification prior to the 1<sup>st</sup> of the month if you wish to terminate services with us. Failure to notify Unit Visions, LLC., of your desire to terminate services prior to the 1<sup>st</sup> of the month can result in regularly monthly charges being accrued.*

### **Paid Vacations & Holidays**

Unit Visions, LLC., *will be closed for 2 weeks out of the year during which no work will be done, no e-mail will be answered, and no phone messages will be returned.* Clients will be notified well in advance of the vacation weeks in advance.

The office will also be closed for the following holidays:

- Good Friday
- Memorial Day
- 4<sup>th</sup> of July
- Labor Day
- Thanksgiving & the day after
- Christmas Eve, Christmas Day & the day after
- New Year's Eve & day

We also may be closed due to inclement weather or any unforeseen reason. If we are closed, we will contact you to let you know that we are unable to perform services and will let you know once we are able. No credits are offered if we are closed and cannot complete work that day, as it will be picked up at another time and efforts will be made to "double up" on work during the time when we are updating your site – until we are caught up. Unit Visions' manager and staff will work together to schedule time off on days that do not affect your update day or make other arrangements to have your material/site updated on your scheduled day. Please understand that there are no credits for staff taking time off during our scheduled leave period (major holidays/two weeks vacation). Also understand that uncontrollable events do happen, and if we are unable to update your website for some reason, we will contact you ASAP to make arrangements to update your website/material.

### **Copyright**

All website designs, logos, and graphics created by Unit Visions, LLC., are the copyrighted property of Unit Visions, LLC.,. All websites created or maintained by Unit Visions, LLC., will be branded with our signature:

only for and by our clients unless express permission has been given. Use of our designs or graphics without express permission will be considered copyright infringement. Source files for graphics, flyers, postcards, etc. may be given to the client upon request.

### **Property**

Domain names purchased at the request of a client are the property of the client and will be freely transferred to the client upon termination of service. Registration of the initial domain is included in the setup fee of the website. Yearly renewal of the domain name will be billed to the client.

Website designs and logos and their accompanying source files created by Unit Visions, LLC., are the property of Unit Visions, LLC., and can be purchased for use by the client for \$250 upon termination of service.

We are not responsible to ensuring that your site is compliant with your independent sales force or contractor agreement.

### **Business Hours**

Unit Visions, LLC., operates Monday – Friday 8am to 5pm EST.

### **Rush Jobs**

Any work that the client requests to have completed outside of normal business hours is subject to a rush fee of \$20.

### **Websites and Start Up**

This is the only service for which we require a deposit of ½ down before we will begin work. Once the deposit is received we will design a layout for you and e-mail you a preview. We will go back and forth with you until you are happy with the layout design. Once we receive written notification from you that you are ready for us to proceed to building the website, we will begin loading content. At this point in the process if a complete redesign is requested there will be a design fee of \$125 added to your invoice. We will notify you when content addition has been completed and you will be given the opportunity to review the site. The invoice balance must be paid in full before the site will be made Live.

If the client elects to terminate the project after the deposit has been made and before the completion of the project, the invoice will be modified to *Time and Materials* and time spent will be billed at \$15/hour.

### **Website Update Schedule**

Website updates are completed on the day of the week that you select during registration. People with the semi-monthly package also select either weeks 1/3 or 2/4. We have an 8 am guarantee with updates. If you send us your updates by 8 am of your update day we promise to have those updates completed that day.

### **Newsletters**

We make every effort to have newsletters completed by the 15th of the month.

### **Other Services**

Unit Visions, LLC., will make every effort to complete specific requests in a timely fashion. When a request is received we will attempt to give you a timeline as to completion.

### **Privacy**

Unit Visions, LLC., will not sell or share your information with any 3rd party without your express permission. InTouch passwords are used only for gathering information to be used for services being rendered. Unit Visions, LLC., is not affiliated with any Direct Sales company.

### **Other**

Unit Visions is not responsible for any charges or expenses (overdrawn accounts, exceeding credit card limits, etc.) resulting from charges billed by Unit Visions. By accepting these terms you hereby agree to authorize Unit Visions to automatically charge your credit card or debit card. This contract may change at any time without notice, so please check back regularly on our website for our contract. [www.unitvisions.com](http://www.unitvisions.com) If you are not in agreement with contract changes, please address those with us or you may cancel services, but must cancel adhering to the above.