

Help Desk Service Terms and Conditions Service Fee Schedule (rev. 2017)

- I. **General Terms and Definitions.** Any individual or entity receiving any product or service from CiC Consulting, Inc. (“CiC”) shall hereafter be referred to as CLIENT. By accepting products and/or services provided by CiC, CLIENT agrees to observe and abide by all of the provisions, terms, and requirements specified in this document.
- II. **Billing.** CiC Consulting, Inc. shall bill CLIENT for services rendered at the published rate of such services at the time rendered. Unless otherwise specified, bills are due within 15 days from the invoice date. Fees are non-refundable. Past due accounts will be charged a late fee of 5% per month on any unpaid past due balance.
- III. **Disclaimer of Liability.** CLIENT acknowledges that CiC makes no warranty of any kind, expressed or implied, regarding the reliability or suitability for a particular purpose of its services. CiC disclaims any warranty of merchantability or fitness for a particular purpose. Under no circumstances shall CiC be held responsible for damages or loss suffered by Client, including but not limited to special, incidental, consequential, or punitive damages, as a result of Client’s direct or indirect use of CiC services including, but not limited to, errors, delays, loss of information or data, or interruptions in service caused by CLIENT’s or a third party’s negligence, fault, misconduct, or failure to perform. CLIENT acknowledges that CiC cannot be responsible for any errors, bugs, or defectiveness on products and/or services provided by a third party. Under no circumstances do any such errors, delays, loss of information, or interruptions in service nullify or modify this agreement or contract entered into by CiC and CLIENT. CiC reserves the right to refuse or terminate service to CLIENT at any time.
- IV. **Limitations of Warranty on Products Sold.** There is no warranty of any kind on the products sold other than products’ original warranty provided by the manufacturer.
- V. **Scheduling for Services.** CiC strongly recommends using emails for scheduling for service & receiving confirmations at **SUPPORT@CICCONSULTING.NET**. In case where email is not accessible, service calls should be requested by CALL OR TEXT to **214-810-2472**.
- VI. **Fees.**
Description & Fee
- On-Site Service: \$40.00/15min – one hour minimum and billed in 15 min increment.
 - Off-Site Service: \$40.00/15min - 15 min minimum and billed in 15 min increment.
 - Project / Maintenance Contract On-Site Service Fee: Per Contract with minimum of \$300 a month and up.
- Travel Fee:**
CiC Consulting, Inc. charges \$45 for travel fee plus \$0.47 per mile and any parking fees where applicable.

Service Note:

CiC will charge and bill the CLIENT according to the hours described on the invoice. All service calls for PC support, network support, software support, and consulting are billable except: 1) Software developed by CiC and/or 2) Follow-up services specified in Monthly Service Contract.

CiC strongly recommends the CLIENT to have onsite backup, offsite backup, end point antivirus, online antispyware, and disaster recovery solution. For details, please contact your service technician for consultation.