

Smart Tech Computer Consulting Billing and Service Policy

A detailed explanation of the contents of this policy document is available at any time by a live person and your understanding of the policy is most important. We treat clients in the manner that we feel is most fair. You will find that our way of doing business is highly compatible with your own and allows you to do what your business does best: your business. Speed and efficiency are what we pride ourselves on. Remember we are here to help you minimize down-time and cost. That is our primary intention with every person, every time we answer the phone.

Callers will be assisted with the problems the caller expresses to one of five resolutions:

1. A pre-diagnostics analysis and recommendation as to how the caller could possibly diagnose and resolve the problem will be given. These recommendations are given as a privilege and courtesy to the caller that many consulting companies do not give. These privileges may be denied if found to be abused.
2. The problem will be diagnosed over the phone with the help of the caller and a recommendation will be made to resolve the problem by the caller. A standard per minute fee assessed in increments of 15 min., or the standard off-site diagnostic rate for that particular issue, will be charged to the caller; whichever is the lesser.
3. The problem will be diagnosed over the phone with the help of the caller and a resolution will be made over the phone and verified verbally by the caller. A standard per minute fee assessed in increments of 15 min., or the standard off-site diagnostic or resolution rate for that particular issue, will be charged to the caller; whichever is the lesser.
4. In the event that diagnostics or a resolution cannot be reached in a timely manner deemed by either the caller or the technician, the caller may request or the technician may recommend a diagnostics and/or resolution over remote access. A standard per minute fee assessed in increments of 15 min., or the standard off-site diagnostic or resolution rate for that particular issue, will be charged to the caller; whichever is the lesser.
5. In the event that diagnostics or a resolution cannot be reached in a timely manner deemed by either the caller or the technician, the caller may request or the technician may recommend an on-site diagnostic and/or resolution. An on-site fee at the caller's on-site work rate will be billed to the caller upon arrival of the technician and will include travel time and one hour of service. Additional time will be billed in 15 min. increments at the callers on-site work rate (billed in one hour increments by most of our competitors).

Once a problem is resolved over the phone or on-site to the satisfaction of the client, a verbal confirmation of the problem's resolution will complete that transaction. Transactions that require more than one phone call will not be billed as multiple problems. However once a transaction is complete and verbal confirmation of the problem's resolution has been given, further problems that may seem of a similar nature will be considered a new transaction, and will be dealt with in the previously listed five ways.

Smart Tech Computer Consulting and its employees are in no way liable or responsible for loss of data, down time or property damage. In some cases a problem that may initially be perceived as a small problem, may be the underlying of a much larger problem. Though an initial estimate may be given as to the amount of time that a problem might take, it is in no way a guarantee of the amount of time a resolution will take.

Smart Tech Computer Consulting may maintain billing information to process transactions associated with your account. You hereby authorize Smart Tech Computer Consulting to automatically withdraw all fees associated with work that is performed at yours or your company's request, following one of the five resolutions listed above. Unless otherwise agreed in writing.

For monthly or annual monitoring services and agreements, including monitored anti-virus installations work may be performed with a notice following that service. In such cases, virus removal or other maintenance will be billed at the hourly rate without additional agreement.

Smart Tech Computer Consulting requires that work be paid for upon its completion. Smart Tech Computer Consulting allows that the client may opt to have invoices sent to them by email. Smart Tech Computer Consulting makes use of an automated billing system which will send the invoices to the client by email and will send periodic reminder notices concerning invoices that are still outstanding. Reminder notices are sent out at 15, 25 and 30 days from the original invoice date and serve as warnings of upcoming late fees and possible actions that may be taken to collect the past due balance. A fee of 15% of the invoice value is charged at 60 days past the original invoice date and every 60 days following compounded bimonthly.

Refund Policy: Refunds will only be issued in the event that a deposit is given which exceeds the amount billed. This might occur if following a diagnostic a prepaid service is found to be impossible to implement, or if otherwise agreed in writing. By requesting service, parts, or support from Smart Tech Computer Consulting or its employees you agree to be billed and make payment according to the policy described herein.