

BECOMING A CLIENT

1. Consultation

We offer free 1/2-hour consultations where we discuss your wants, needs, and timeline. We will send you a link in e-mail for you to click into the meeting.

Failure to Appear

We will wait in the meeting area for 10 minutes. If you fail to appear within that amount of time your consultation will be cancelled. If another consultation is set up it will be done as a charged consultation unless previously discussed.

2. Verify Meeting Notes

Notes from the consultation meeting will be sent to the potential client via email for approval along with Upstate Digital Solutions' policies and procedures form. The potential client will be asked to sign an agreement. Should a discussion occur that requires our agreement to change during the production time, a new agreement will be drawn up and need to be signed.

WORK PROCEDURES

- **Client Communication**

It is usual to have to, during production, consult with the client as often as necessary to ensure the project is what they envision. The time required to complete a project can and will be extended if the client cannot be reached. The necessary extension will result in the amount of time for completion to be longer than quoted in the consultation.

- **Intellectual Property**

All projects remain the property of Upstate Digital Solutions until full payment is made. The images that are sent to you during the project production will have a copyright protection watermark on them. A clean image will be sent to you once payment has been cleared.

BILLING

Upstate Digital Solutions charges hourly at the rate of \$30 per hour.

- **Downpayment**

We require 1/2 down if your estimate is \$200 +

- **Cancellations**

We would appreciate you notifying us at least 24 hours in advance if you need to cancel a paid appointment with us. If you do not cancel within those 24 hours, you will be charged for an hour of time at the rate of \$30/ hr.

- **Rush Jobs**

If we are asked to work on a recognized holiday or weekend, we bill time and a half. Rushed jobs are defined as any job that is asked to be done prior to the estimated time given by Upstate Digital Solutions. Rush job requests are charged at double the normal rate.

Recognized holidays:

- New Years Day (January 1)
- Martin Luther King's Birthday (3rd Monday in January)
- Washington's Birthday (3rd Monday in February)
- Easter
- Memorial Day (last Monday in May)
- Juneteenth National Independence Day (June 19)
- Independence Day (July 4)
- Labor Day (1st Monday in September)
- Columbus Day (2nd Monday in October)
- Veterans' Day (November 11)
- Thanksgiving Day (4th Thursday in November)
- Christmas (December 25)

- **Invoicing**

You will be invoiced at the conclusion of the project. The due date will appear on the invoice. You will be given a 5-day grace period after the due date to get payment to us. You will be assessed a monthly 5% finance charge on outstanding balances.

If the due date is not workable for you, please reach out to us as soon as possible, preferably when you are told the invoice is ready to be sent. Upstate Digital Solutions will try to accommodate your needs.

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PUBLIC SAFETY

If our business requires us to meet in person, we ask that an appropriate mask be worn.

By signing this document, I verify that I have read, understand, and agree to all policies and procedures explained by Upstate Digital Solutions.

[Signature]

[Date]

[Name Printed]