

AdminSupport, Professional Business Support Services, LLC.

Policies

AdminSupport offers competitive rates. We provide flexible payment options on an hourly, project or monthly retainer basis.

Hourly Plan	Project Plan	Monthly Retainer Plan
Use as many or as few as you need- no minimum number of hours. Cancel anytime!	We'll estimate costs for your entire project-including time and materials.	AdminSupport offers substantial savings to clients seeking ongoing support.
<ul style="list-style-type: none">• Competitive Hourly Rates• No Commitment• Deposit Required• Monthly Invoicing	<ul style="list-style-type: none">• Flat Fee• No Commitment• Deposit Required• Invoice at End of Project	<ul style="list-style-type: none">• Reduced Hourly Rate• No Deposit

General Terms

A signed contract outlining the details of the work will be required before any work begins. Contracts are signed based on the estimated cost. Backup copies of work will not be retained by AdminSupport, Professional Business Support Services unless noted in contract.

Deposits

For non-established customers a nonrefundable 50% deposit is required before any work begins and will be adjusted in the final invoice. A 10% discount will be given to all first time customers.

**Please Note: This excludes Retainer Plans*

Hourly Rates

Hourly Rates generally range from \$20.00-\$50.00 per hour depending upon the complexity of the task(s). Hourly rates are billed after the first 15-minutes.

**Please Note: Office disbursements are billable and clients are "charged back" on expenses incurred. Website design charges are based on client's specifications and packages.*

Project Plans

As each project is unique, please contact us for an estimate by filling out the Request Form.

Monthly Retainer Plans

Clients in need of on-going support can retain AdminSupport, Professional Business Support Services on a monthly basis with a minimum of 10 hours per month. Retainer packages are offered at a discounted rate. These are prepaid packages. The hours are non-refundable and may be carried over for one month. Additional hours will be billed at the same rate. Retainers are paid in full at the beginning of each month.

**Please Note: the regular rate range is \$20.00-\$50.00 depending on the complexity of the task(s).*

Please contact us for an estimate by filling out the Request Form.

On Demand Service Request

Projects requiring delivery within 24 hours or less (On-Demand Services) have an additional on-demand fee of \$25. This fee is not inclusive of priority, same day or overnite delivery charges.

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Delivery

Finished products will be delivered by email, mail, fax, or other means as agreed upon.
All electronic submissions will be virus checked.

Payment and Invoicing

Final fees for all plans will be based on the actual cost and not estimated cost.
Full payment is due upon delivery of finished work in case of hourly and project plans, unless agreed upon in writing.

Invoices are submitted via email or fax and are payable upon receipt, unless otherwise agreed upon in writing.

Payment may be made by business check, cash, money order, or bank check.

Return Check Fee

There will be a \$40 return check charge for all returned checks.

Spelling and Grammar Check

We are not responsible for spelling or grammar check of documents submitted to AdminSupport.

Privacy Policy

To ensure the privacy of our clients:

AdminSupport will only collect information that is required for the purpose of providing service.
We will not disclose or communicate to anyone, other than required by law, any information pertaining to our clients.

March 21, 2009