



BILLING POLICY

The following constitutes our Billing Policy and applies to ALL of our customers. Please review the following terms carefully. Use of our services constitutes agreement to this Billing Policy as part of our Terms of Service.

INVOICING

Applied Solutions Group, Inc. generates invoices weekly and sends them to our clients via email or by mail (if requested). If you would like to request a different email address or arrange to have your invoices mailed to you please email us at accounting@wncit.com.

Please help us serve you better by notifying us of any changes to billing information. To update your Contact & Billing Information please email accounting@wncit.com.

PAYMENT OPTIONS

Applied Solutions Group accepts cash, check, and credit cards as payment for your services.

- **Cash Payments:** If you would like to pay with cash, please visit our office located at 46 Haywood Street, Suite 306 Asheville, NC 28801 during business hours and we will be happy to assist you. Please do not send cash by mail; Applied Solutions Group will not be held responsible for any loss of funds.
- **Check Payments:** Check payments can be made in person at 46 Haywood Street, Suite 306 Asheville, NC 28801 or by mail to P.O. Box 17, Asheville, NC 28802. Please include your invoice number on all check payments.
- **Credit Card & ACH Payments:** We accept Visa, MasterCard, American Express, & Discover credit card payments. Please pay online via the ASG client portal at wncit.com/payments.

FEE SUMMARY

- **NSF Checks:** A \$30.00 fee will be assessed to the customer's account for an NSF check. It is very likely the account could lose their terms and be put on a C.O.D. CASH ONLY status until a new credit history is established.
- **Overdue Accounts:** If your payment is not received within 10 days after the "Payment Due Date" on your invoice, you will be charged a late payment fee 1.5% on your total overdue balance. These fees will continue to accrue every 30 days after the payment due date until Applied Solutions Group receives payment.
- **Chargebacks:** If you issue a chargeback, either by mistake or fraudulently, Applied Solutions Group will assess a \$30.00 processing fee for each individual chargeback. Once a chargeback has been received, we will immediately suspend your account until the matter is resolved. If you issue a chargeback against Applied Solutions Group to avoid payment (fraudulent chargeback), we will assess the \$30.00 fee and add it to your account total. This will then be turned over to collections.

OVERDUE ACCOUNTS

- **10 Days Overdue:** If your payment is not received by the "Payment Due Date" on your invoice, you will be charged a late payment fee 1.5% on your total overdue balance. These fees will

continue to accrue every 30 days after the payment due date until Applied Solutions Group receives payment.

- **30 Days Overdue:** If your account is more than 30 days overdue, we will send you a Final Notice for collection via email, which will be due within 30 days from the notice date.
- **60 or More Days Overdue:** If your account is more than 60 days overdue and we have not received full payment, your account will then be sent to an outside collections agency.
- Existing & future services will also be suspended and/or placed on hold until payment is made in full. While in this status, you will be unable to access your email or website (Website Hosting Clients). Once we receive your payment in full, you will be assessed a \$125 reactivation fee and your account will be re-enabled and all services/projects can continue as normal.

DISPUTES

If you have any disputes on an invoice they **must** be brought to our attention in writing and sent to our accounting department via E-mail to accounting@wncit.com or mailed to P.O. Box 17, Asheville, NC 28802 within the terms of the invoice. **No disputes will be accepted or acknowledged outside of the invoice terms.**

CANCELLATIONS

All account cancellations **must** be in writing and sent to our accounting department via E-mail to accounting@wncit.com or mailed to P.O. Box 17, Asheville, NC 28802. You will receive a confirmation from the accounting department upon the cancellation of your account which should be stored for your records.

- If you transfer your web site to another host or are just not using the service anymore, it is important to inform Applied Solutions Group immediately otherwise they have no way of knowing this and it will not constitute hosting cancellation (You will be charged for each day/month of hosting until we are properly informed).
- If you choose to discontinue your service retainer or monthly service contract, it is important to let Applied Solutions Group know 30 days in advance so that they can discontinue monthly billing and services can be billed at the standard hourly rate. Applied Solutions Group will allot time for each retainer/contract customer each month unless notified in advance (You will be charged for each month unless they are notified 30 days before the retainer/contract month begins).

BILLING/PRICE CHANGES

Applied Solutions Group, Inc. policies and prices are subject to change. In case of a price change, we will notify you in advance and any changes will become effective 30 days following the notice date.

BILLING CONTACT INFORMATION

PAYMENT REMITTAL ADDRESS:

Applied Solutions Group, Inc.
P.O. Box 17
Asheville, NC 28802

CONTACT NUMBERS:

828-255-8325 Phone

CONTACT EMAIL:

accounting@wncit.com

For more information, please visit our website at www.wncit.com.

NOTE: This billing policy provides general guidelines of our billing policies and practices that will affect you and your company while receiving services from Applied Solutions Group. The content of a policy does not constitute nor should it be construed as a promise or as a contract between Applied Solutions Group and any of its clients.

Applied Solutions Group retains the right to change, alter, suspend, interpret, or cancel, in whole or in part, any of our published or unpublished billing policies or practices without having to give cause or

justification or consideration to any client. If you feel the changes are unacceptable, you may cancel your services as described in the Cancellations section of this Billing Policy.

Any oral or written promises or statements to the contrary are hereby expressly disavowed and are not to be relied upon by any prospective or existing clients.