

## Kosada Incorporated — Payment Policy

*Policy Effective: 2008.01.01*

*Policy Updated: 2012.12.01*

By using Kosada's services you agree to be bound by the terms and conditions of this document. Please note that all prices, payment policy and terms are subject to change at any time without advance notice. The latest version of this document can always be found at <http://kosada.com/About/Policy/KosadaPaymentPolicy.pdf>

Please also note that customers are required to maintain their accounts and provide a valid up-to-date e-mail address for the delivery of invoices and other notices. We advise customers to choose a safe, reliable e-mail address that is checked regularly and has all emails from @kosada.com whitelisted.

### Payment

Web Site Design, Domain Name Registration, and Hosting	A non-refundable deposit of 50% of the total cost of the project is due upon start of work. The remaining 50% and any other costs incurred are due upon completion of work, before upload of web site files to client's server or public release on Kosada's servers. Files are to be uploaded to the client's server or publicly released on Kosada's servers within 2 business days of receipt of payment. Hosting is to be paid in advance — for example, if hosting is paid monthly, an invoice will be sent within the first week of the month for hosting services to be rendered throughout that month.
Graphic Design	A non-refundable deposit of 50% of the total cost of the project is due upon start of work. The remaining 50% of total and any other costs incurred are due upon completion of the project.
Web Site Maintenance and Updates	For the first month work is performed, an estimate will be made and a non-refundable deposit of 50% of that estimate will be due at start of work. The remaining 50% and any other costs incurred are due upon completion of work, before upload of web site files to client's server or public release on Kosada's servers. Files are to be uploaded to the client's server or publicly released on Kosada's servers within 2 business days of receipt of payment. After the first month, work is tracked throughout a given month and within the first week of the following month a detailed invoice listing all work performed is sent.
Web Copywriting and other Web Consulting	A non-refundable deposit of 50% of the total cost of the project is due upon start of work. The second 50% of total and any other costs incurred are due upon completion.

Rates listed in this document or quoted to client or prospective client do not include taxes, bank fees, or credit card convenience fees. Customers are responsible for any and all fees incurred from each transaction.

### Overtime

In the event that, due to a deadline, work must be performed over a weekend or outside the hours 8:00am to 6:00pm EST during the week — and it is possible for us to do the work at this time — work will be charged at overtime rates. Overtime Rates are time and a half.

## Late Payment

Late payment will result in Late Fees and possible Service Suspension, which will be added to the total cost of the project or monthly services performed.

### Definition of Late Payment

"Late payment" is defined as payment submitted after 11:59pm on the due date indicated on the invoice.

In the case of payments submitted as checks sent through the mail, both the check's date and the postmark date must be on or before the invoice's "due date" for the payment to be "on time". (Actual receipt date of the mailed check is immaterial, as mail processing time varies.)

### Late Fees

In the following section, "days late" is defined as the number of calendar days after the invoice's due date. For example, if an invoice's due date is 2008.01.01, payment submitted on 2008.01.02 at 12:01am is considered one day late.

- A fee of \$20 per week will be incurred by any client who fails to pay on time. This breaks down to:
  - 1-7 days late: \$20 total fee
  - 8-14 days late: \$40 total fee
  - 15-21 days late: \$60 total fee
  - 22-28 days late: \$80 total fee
- After a payment is 29 days late:
  - an additional \$80 fee will be incurred (\$160 total fee)
  - all accounts and ongoing services will be suspended, and the service contract will be terminated
- After a payment is 60 days late, the account may be turned over to a collections agency. The client will be liable for the \$160 cumulative fee as well as any costs incurred by the collection process.
- If the client later requests that the account be reinstated, reinstatement is contingent upon:
  1. payment in full plus a fee of \$40, and
  2. Kosada's discretion.

## Deposits

All deposits for work are non-refundable.

## Disputed Charges

If the client disagrees with charges itemized on an invoice, the client should bring this to Kosada's attention at once, and Kosada will do its best to address the client's concerns.

Until Kosada has agreed on a resolution, however, the client is liable for all charges indicated on the invoice — and the invoice will be subject to standard late payment policy. If, after the invoice is paid, Kosada agrees that a charge is incorrect, Kosada will reimburse the client for the charge on the next invoice following the resolution.