

WebbIT® Invoicing/Payment Policy

Over the course of the last 5 years we have made several adjustments to policies and day to day operations to manage the needs of every client. Each adjustment is an effort to provide a more stable working environment here within WebbIT® with the bottom line; a more stable and secure server environment and fewer emergencies or unplanned events that monopolize our time and resources.

Invoicing/Payment

Invoices: Each invoice will itemize the services and products you are receiving. If you have any questions regarding these fees please contact us prior to the first of the month. Items within your invoice that you are being billed for will be the same items you have previously agreed to, either through the initial proposal/contract or confirmation emails of service/product additions.

Invoices are sent regularly (monthly) between the 14th and 17th of each month. The amount due is for the month coming up; i.e. Invoices are sent in March for services you will receive or benefit from in April.

We send all invoices via email. If you have not received your invoice by the 17th, please contact our office at (302) 725.0624, or send us an email to Support@iWebbIT.com and let us know.

Automated payments through PayPal are set up as a "Subscription" so payments are always received no later than the 25th of each month.

Payment by Check: Monthly Hosting/Support is due by the 25th day of the preceding Month, i.e. if hosting is due for January 2006, payment is due December 25th, 2005.

Late Payment Fees: A Late payment fee of \$10.00 will be applied to any unpaid Hosting/Support invoice that is not received by the 1st day of the currently due month. It is also understood any account left in an unpaid status after the 1st of any month will be considered to be in default.

Support Hours: If payment is received after the 1st day of the month Support hours will be set at the Contract level for the month and work or support for the site will not be made until the Hosting and Support fees have been received.

Accounts in default or with Balances over 30 Days: Although any site can be suspended once in default, or for non-payment at any time if Hosting and Support fees and/or development fees have not been received after the first day of the currently due month. If balances have been carried for up to 30 days the account will absolutely be suspended (become unavailable), which includes all email activity, cPanel access and your web presence limited to a "Suspended Page". Quarterly payment arrangements may be required.

Transfer of Domain Names: Only accounts with a zero balance will be released for transfer; which will be immediate.

In appreciation for prompt payment, our clients regularly receive additional time on our part towards the efforts of web site promotion and content addition and management.

Other wise our hourly fee listed within the original contract, all others \$75.00 an hour.

Twelvemonth Same as Cash: A limited number of clients will be accepted under this arrangement. Inclusion in this type of agreement is not automatic and must be covered in the signed proposal/agreement between WebbIT® and client. Once the agreement has been accepted by both parties the development costs will be made through equal amounts for a period of twelvemonths. If client defaults on these payments or discontinues hosting services the balance of the development costs are due and payable within 15 days. Accounts that have not made their timely monthly payment will be considered to be in Default.

All payments are to be written and delivered to:
WebbIT®
6200 Kirby Rd.
Milford, DE 19963

Contact Information:
www.iWebbIT.com
(O) 302.725.0624
(F) 866.521.5623
(E) Kit@iWebbIT.com