

ClearLogicGroup Inc. Policies –www.ClearLogicGroup.com

These policies have been developed through experiences with our clients. Each one reflects an actual incident. If you think that you are the exception to guidelines posted here, please let us know. We do on occasion bend the rules or evolve them to fit new situations.

ESTIMATES/RFQ

- Dimensioned plans and drawings are the best material to submit for an estimate. It's hard for us to guess dimensions and we will charge additional fees to do so.
- Free estimates are based on a review of all your project requirements.
- We reserve the right to refuse requests for rush estimates - *if you are a new client.*
- If we have taken the time and trouble to prepare a quote or proposal for you, we would really like to know the outcome, either good or bad. If you don't intend to get back to us regarding the outcome, we'd rather not have you as a client.

PROPOSALS/PO

- We will issue a Proposal or PO for your project depending on the type of service or your preference. For some small projects we may simply provide an estimate.
- We will wait for your approval of the PO or Proposal before proceeding.
- PO's and Proposals expire after 30 days. We may hold your proposal open but we are not obligated to.
- If your firm wants us to sign a contract, that is fine with us. We may ask our attorney to review it and will include this in our fee. We will discuss with you at the outset.

BILLING

- Ongoing clients start with a clean slate. For late invoices we add a 1% charge on your next payment. The 1% late pay will be applied thereafter to all late payments. If you contact us ahead of time and let us know that you will be late and when you can pay, we will waive the late charge in 2011.
- We prefer that you provide us with a dedicated billing contact who can get back to ClearLogicGroup quickly regarding your account status. If you cannot supply this type of a contact then your rates may be raised or your account terminated.
- Our professional and technical staff does not handle money or financial transactions. All payments must be made to the ClearLogicGroup billing office designated on your invoice. Mailing payments to the wrong address will most likely result in delayed processing of your order. We are lean, mean and have

ClearLogicGroup Inc. Policies –www.ClearLogicGroup.com

no additional staff for processing payments unless you want to pay for someone dedicated to your project!

- After your review plans are delivered to you, we will invoice you.
- We accept payments by Check or Direct Deposit. For some services, we accept PayPal.
- Net 30 terms are fine.
- We are not obligated to hold your project CAD drawings or consultants past 30 days without a contract. Usually we do but as they say, stuff happens!
- CAD files are delivered after payment is received & processed unless we have a contract with you that states otherwise.

NDA

- Be aware that we may use images from your project as marketing material. If you don't want us to do this, let us know up front. Conversely, we are happy to include your company name in our marketing materials if you want free marketing from us.
- We sign NDA's on a case by case basis.

GENERAL POLICIES & ATTITUDE

- We like repeat business & happy clients. If you are unhappy with our services let us know right away! We always want feedback. If we can fix it, we will.
- We reserve the right to withhold service from anyone who does not wear a shirt or shoes etc.! We really like polite and respectful clients. Usually, you'll get a break just for being nice to us.