

Payment and Financial Information



We appreciate your partnership with SimpleUpdates.com. It is a privilege to be able to assist with your website needs. The following items clarify how you can pay, and gives details on how we will invoice you. If you move or change your billing email address, please let us know so we can keep in contact.

Payments:

You may pay an invoice via:

- Automatic Recurring Payments: (preferred)
 - Electronic Check (eCheck) Payment (call for set up)
 - Visa, Mastercard or Discover -- <http://www.SimpleUpdates.com/invoice.html>
- Online: Visa, MasterCard or Discover -- <http://www.SimpleUpdates.com/invoice.html>
- Online: All other cards via PayPal -- <http://www.SimpleUpdates.com/paypal.html>
- Phone: Visa, MasterCard, Discover or eCheck -- 269-473-3687. Accounting = option 3. Visa, MasterCard, Discover, eCheck, Check or Money Order in U.S. Funds -- SimpleUpdates.com, P.O. Box 271, Berrien Springs, MI 49103-0271
- Visit our office: Visa, MasterCard, Discover, eCheck, Check, Money Order, or Cash (Please do not send cash through the mail.)

The SimpleUpdates subscription with hosting is paid via automated recurring billing via Visa, Mastercard, Discover, American Express or eCheck. The term for automatic recurring payments can be: Monthly, Quarterly, Semi-Annually or Annually.

Note: All electronic transactions are non-refundable and final. Rejected credit cards and checks will be subject to a \$25 fee PLUS all directly related overdraft or processing fees charged to SimpleUpdates by the bank.

Past Due Time Line and Late Fees:

All invoices are due and payable within 30 days of the invoice date.

- At 30 days from the invoice date, the invoice becomes past due and finance charges of 1.5% per month will begin to accrue. There is a minimum finance fee of \$5.00 per month for any past due balance.
- At 40 days (10 days past due) we will mail a reminder letter that your account is past due, and provide options for payment. It is important that any past due account immediately communicate with us so we can assure your site stays active on the web.
- At 60 days (30 days past due) the website will be suspended. This keeps all of the text and images of the website ready for immediate reactivation upon payment of all account invoices plus a \$50 reactivation fee.
- At 90 days (60 days past due) and if no contact with the client has been established, the website will be removed from our servers. After removal, there is a \$200 reactivation fee. We do not guarantee archiving of text or images of sites that have been removed from our servers.

Support Plans:

Our customers have the option of prepaid support plans, which offer a discount, and assure you efficient service. Our "pay as you go" support cost is \$65 per hour. Our pre-paid support plans come in 3 time increments:

- 4 hrs prepaid support = 15% discount = \$55.00 / hr = \$220.
- 8 hrs prepaid support = 20% discount = \$52.50 / hr = \$420.
- 16 hrs prepaid support = 25% discount = \$50.00 / hr = \$800.

Billable support will be invoiced in 15 minute increments. You can pay for support plans by entering the desired dollar value into our on-line invoice payment form:

<http://www.SimpleUpdates.com/invoice.html>

Invoicing:

Recurring credit card billing is our preferred method of payment. The recurrence can be scheduled: monthly, quarterly, semi-annually or annually. Funds are billed in advance on the first day of the month, terms: Due On Receipt. You can easily convert to recurring billing on this on-line payment form: <http://www.SimpleUpdates.com/invoice.html>, or fill in the blanks at the bottom of this page.

Domain name renewals can be requested at <http://www.SimpleUpdates.com/domain.php>. Funds for domain names will be collected before registration or renewal, and are non-refundable.

New site setup costs, first quarter of hosting and optional domain name registration or transfer will be paid via credit card with site order. If your organization works best with paper invoicing and payment by check, we can mail paper invoices, terms: NET30.

For example: Invoices dated:

- Dec. 1 will cover hosting for the months of January, February and March
- Mar. 1 will cover hosting for the months of April, May and June
- Jun. 1 will cover hosting for the months of July, August and September
- Sep. 1 will cover hosting for the months of October, November and December

Enroll for Automatic Recurring Payments: (Return this information to our office)

() Credit Card, or () eCheck (please include a copy of a voided check)

Site name: _____ Name on Card: _____

Credit Card # _____ Exp Date: ____/____ Security Code: _____

Billing Address: _____

Process payment for my subscription fee each: [] Month, [] Quarter, [] 6-mo, [] Year