



\*\*\*\*FEE SCHEDULE\*\*\*\*  
Effective 2/18/2019

**Services Provided Include:**

Consultation - Needs Analysis  
Training

Tech Support  
User Support

Customizations  
Training Material

**Knowledge is our Inventory**

**We make it simple - the same hourly fee for most services - \$170/Hour**

*\*Support is provided by phone, online, onsite, email*

*\*Onsite training costs depend on the number of participants and length of class. Call for a Quote.*

**Pre-Pay Support Packages Available:**

Package Name	# of Hours	Cost per Hour	Total Pkg Price	\$ Savings	% Savings
Level 1	6 Hours	\$161.50	\$969	\$51.00	5%
Level 2	12 Hours	\$153.00	\$1,836	\$204.00	10%
Level 3	25 Hours	\$141.10	\$3,527.50	\$722.50	17%

*\*Pre-Pay Packages provides a discount on our hourly fee if payment is made upfront for the number of hours for that package.*

*\*Hours must be used within 6 months from time of purchase for Level 1 and 2; 9 months for Level 3*

*\*Packages with more than 25 hours available - call us for pricing*

*\*Savings based on current fee of \$170 per hour.*

**MINIMUMS & TRAVEL**

- Minimums apply to onsite support, training and consultation.
- Locally (in the Chicago area), there is a 2 hour minimum onsite.
- Travel that requires more than 2 hours by car has a minimum of 4 hours.
- Travel by air has a flat fee of \$1,360 per day plus travel expenses.
- Travel Expenses include air fare, hotel, car rental & meals not provided by the customer.
- Mileage (for locations over 40 miles round trip from Tech.Sell) billed at prevailing Federal rate.

*\*GoldMine customers that are current on their Maintenance Contract with Ivanti have free support directly from GoldMine available. If Tech.Sell provides the service, it will be billable.*

*\*Project will be estimated when the full scope of job is defined.*

*\*Support time is estimated as best we can. However, due to unexpected situations and issues, the actual time spent will be invoiced as well as when the actual time comes in below the estimate.*

## TERMS & CONDITIONS

- All invoices are due and payable Net 10 Days.
- All sales are final. Software is not returnable or refundable.
- Software/Hardware or prepaid Support Package purchases require payment in advance. Other services are billable at time of service. We accept Company Check; or credit cards: American Express, Master Card and Visa.
- Invoices over 30 days are subject to a 2% monthly late charge on any outstanding balances.
- Unless otherwise specifically stated, all support is regarded as billable time. The minimum billable interval is 15 min. for phone or on-line support and 2 hours on site.
- Invoices will reflect actual on-site and/or online time spent on services for client and products received. A detailed breakdown of any services is available upon request.
- Final invoices will include applicable sales tax, shipping and handling charges even if not noted in proposal.
- Services provided after normal business hours (M-F 8:30am – 5:00pm) are subject to a surcharge.
- Travel time for on-site services is based on prevailing federal mileage rate. Expenses for parking, airfare,
- Prepaid Support Packages are 6 months in duration. All unused time is forfeited at end of package time.
- Proposals are valid for 30 days unless otherwise stated. After that time, prices for products and services are subject to change without notice.

## General Conditions

- Unless otherwise specified, proposals only reflect estimated time for database migration, custom report writing, automated processes, setup and installation and other advanced capabilities of GoldMine. If project requires additional services or time beyond those allocated within this proposal, it will be invoiced based on actual work performed.
- Technical Support Services – Client agrees to pay for acceptance of services by phone as well as on-site services. Unless otherwise specified by the client, support or services may be requested by any representative of the client.
- Tech.Sell Corporation will not be liable for any loss of profits, business, goodwill, data, interruption of business, nor for incidental or consequential merchantability or fitness of purpose, damages related to any services.
- Tech.Sell Corporation will not be held responsible or liable for damage caused in the event the client is making any in-house changes directly or through other consultants to their GoldMine system, or other related systems.
- Until otherwise notified, customer gives Tech.Sell permission to fax, mail or email information. We respect the privacy of our clients and do not share or sell any information.
- If purchasing Corporate or Premium Edition – a Maintenance & Support Agreement must be signed and submitted with order to Ivanti.
- Forty eight hours advanced notice required for canceling an on-site appointment. Tech.Sell reserves the right to charge fifty percent of the scheduled billable time for appointments canceled without forty eight hours advance notice.

**Customer Responsibilities**

- Client accepts that Tech.Sell can not guarantee that there will be a resolution to the client's problem and outstanding technical problems does not relieve client from any obligation to pay for rendered services.
  
- Client accepts the terms and conditions of the licensing agreements of any software included under this proposal. Tech.Sell disclaims any and all warranties, expressed or implied, including but not limited to any implied warranties or with regard to any licensed products.
  
- Client is responsible for all hardware/router/networking/telecommunications and Internet access. Client should assure that network access and needed access rights are implemented prior to Tech.Sell work begins.
  
- Client is responsible for making a full backup of network and workstation/remote data prior to any work being done by Tech.Sell. We suggest a backup is done before ANY changes are made to your system. If data is lost during Tech.Sell's implementation or future assistance, client will rely on backup data and will be responsible for full recovery of its data without liability to Tech.Sell Corporation.
  
- It is assumed that the client has read and met all system requirements for applicable software. Onsite delays caused by anything related to client's hardware, network, operating system, access to their system, availability of client's staff or other involved consultants, are considered billable time.

## Billing Practices

We hate surprises and we're certain you do too. However, there are times when we are installing or upgrading software and/or performing support work and run into situations that were not anticipated. This can result in more time spent on the project than what was estimated.

These unforeseen issues could be attributed to the operating system, hardware or the software we are installing/supporting or a combination of these and more.

Please review the items below to make sure you understand how we invoice our services:

- Tech.Sell is not responsible for additional work that is required as a result of issues that arise during an install, upgrade or troubleshooting a problem and will invoice for the actual time spent.
- Any issues that arise after work is performed will also be billable whether the issue is attributed to the work done or is unrelated.
- If we find that the time it will take to finish the project will take longer than what we estimated, we will advise you before going further. There will be times when we cannot stop in the middle of a project, but will advise you why it will take more time and an estimate to finish.
- If we are asked to troubleshoot an issue, but cannot resolve the problem, we still charge for the time it takes to perform the troubleshooting. It's similar to when you have a problem with your refrigerator and call for service. The person sent to service the fridge finds that it's beyond repair and you need to either purchase a new fridge or advise to call someone else. However, you are still charged for that service call time. Kind of the same thing.
- If you are current on your GoldMine support agreement, you have the right to call them directly for technical support. They will not install or upgrade your program, but if you are installing/upgrading yourself and run into problems, you can call them. Please know that they will log into your system remotely, but because of liability issues, they will not take command of the keyboard and mouse and will require you or someone from your organization to walk through their instructions to resolve/troubleshoot the problem. So you need to be aware that your time will be needed while they troubleshoot and resolve.
- We charge for instructions sent via email, depending on how long it takes to write the detailed info. Our customers are lucky we're all fast typists!! Most times there is a 15 minute time assessed.
- All software purchased must be paid for at the time of order by credit card or company check. If paying by check, the software will not be ordered until we receive payment.
- All software is non-refundable. Some software developers offer trials. Ask us for details.
- We charge for Tech.Sell-created training material for individual topics and manuals, cheat sheets etc. Ask us for pricing if you're interested.
- Our terms are Net 10 Days for services performed. We appreciate prompt payment and at any time we have the right to request payment at the time our services are rendered and to charge a service charge for late payments.

Our goal is not to "nickel and dime" you to death, but to make sure you understand what will be invoiced – and as a result, there are no surprises! Providing you with support is what we do best and we've been doing it for more than 20 years.

### Knowledge is Our Inventory

We promise to provide the best service on a timely basis and if you would like references, we can certainly provide them for you.

We look forward to working with you.

**Lois Hursey, President**  
**Tech.Sell Corporation**