



Service Agreement

Policies & Procedures

Contact

Phone - (980) 285-2250

Email - vbsolutions.nc@gmail.com

Web - www.vbsolutionsnc.weebly.com

Calls and emails will be returned within 24 hours during normal business days.

Hours of Operation

Monday - Friday: 8am to 5pm EST (other time zones are supported)

Closed Saturdays and Sundays and all major US holidays.

Scheduling

Scheduling in advance (one week is preferred, but a few days is helpful) will allow me to reserve time for you and make your project/service request a top priority.

Most projects will be completed within 24-48 business hours of receiving the Request for Services (RFS).

If the project will take longer than 48 business hours to complete, that will be communicated and agreed upon prior to starting the project.

Confidentiality

I adhere to a strict confidentiality code and your information will never be divulged to any third party.

Rush Jobs

Projects/Service Requests that have an unusually quick turnaround or that require work outside of the listed normal business hours, on weekends or holidays are subject to an additional fee.

Billed: Hourly rate of \$30

Late Fee

A \$35 late fee will be applied to all past due invoices.

Payments

Payments will be processed via WE Pay a third-party payment processor.

Rates + Packages

Hourly

Best option for clients that only need occasional help and for small projects - \$30 per hour.

Terms: Due upon receipt of invoice

Flat Rate

Flat rate pricing is based on set hours and bandwidth needed
to complete the work requested.

Terms: 15/5, Net 15

Packages

Best option for clients who have consistent work on a regular basis.

Entrepreneur - 12hrs: \$325 - Savings of \$35

Start-up - 24hrs: \$635 - Savings of \$85

Small Business Plan - 36hrs: \$955 - Savings of \$125

Sign and Date:
