

# Terms of Service & Payment Policy Agreements

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 [provancetek.com/about/policies/](http://provancetek.com/about/policies/)

## Terms of Service

**Effective Date:** 2017.01.01 – 00:00EST ([Previous Version](#))

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### Introduction

You must accept the terms of this Agreement in order to use the Services.

NOTWITHSTANDING, BY USING THE SERVICES, YOU ACKNOWLEDGE THAT YOU HAVE READ THIS AGREEMENT AND AGREE TO BE BOUND BY THE TERMS AND CONDITIONS CONTAINED HEREIN AS WELL AS ALL ACCEPTABLE USE POLICIES INCORPORATED BY REFERENCE.

proVanceTek reserves the right to change or modify any of the terms and conditions contained in this Agreement, any Addendum and any policy or guideline incorporated by reference at any time and from time to time in its sole discretion, and to determine whether and when any such changes apply to both existing or future customers. Any changes or modification will be effective upon posting of the revisions on the proVanceTek website (the “Site”). Your continued use of Services following proVanceTek’s posting of any changes or modifications will constitute your acceptance of such changes or modifications.

## 1. TERM AND PAYMENT FOR SERVICES

### 1.1. Term

This Agreement shall be for an “Initial Term” as chosen by you in your Hosting and/or Service Agreement at the time you agree to receive the Services. This Agreement will be automatically renewed (the “Renewal Term”) at the end of the Initial Term for the same period as the Initial Term unless you provide proVanceTek with notice of termination thirty (30) days prior to the end of the Initial Term or the Renewal Term.

### 1.2. Termination Policy

If you terminate your receipt of the Services prior to the end of the Initial Term or the Renewal Term, whichever is then applicable, (a) proVanceTek will not refund to you any fees paid in advance of such termination and (b) you shall be required to pay 100% of proVanceTek’s standard monthly charge for each month remaining in the term,

unless otherwise expressly provided in this Agreement. Your termination request or notice must be submitted to proVanceTek in the manner described in Section 1.1. proVanceTek may terminate this Agreement at any time and for any reason by providing to you written notice thirty (30) days prior to the date of termination. If proVanceTek terminates this Agreement, proVanceTek will refund to you the pro-rata portion of prepaid fees attributable to Services (excluding setup fees) not yet rendered as of the termination date unless otherwise expressly provided in this Agreement. If termination was enforced to due violations that result in damages or fees assigned to proVanceTek on your behalf, no refunds shall apply and you will be held liable for such fees.

### **1.3 Default and Cure**

In the event that either party hereto defaults in the performance of any of its material duties or obligations under this Agreement, including failure to make any payments due under this Agreement, and such default is not cured within five (5) days after written notice is given to the defaulting party specifying the default, then the party not in default, after given written notice thereof to the defaulting party, may terminate this Agreement.

### **1.4. Charges**

You agree to pay for all charges attributable to your use of the Services at the then current proVanceTek prices, which shall be exclusive of any applicable taxes. You are responsible for the payment of all federal, state, and local sales, use, value added, excise, duty and any other taxes assessed with respect to the Services, other than taxes based on proVanceTek's net income.

### **1.5. Payment**

If you choose to pay by credit or debit card upon registering for the Services, you thereby authorize proVanceTek to charge your credit or debit card to pay for any charges that may apply to your account. You must notify proVanceTek of any changes to your card account (including, without limitation, applicable account number or cancellation or expiration of the account), your billing address, or any information that may prohibit proVanceTek from charging your account. proVanceTek may also create periodic invoices for any applicable Supplemental Charges associated with your use of the Services. You agree to pay to proVanceTek the amount indicated in each invoice by the due date reflected on that invoice. If you fail to pay any fees and taxes by the applicable due date for credit card or invoice payments, late charges will be charged to your account per the [proVanceTek Payment Policy](#). In addition, your failure to fully pay any fees and taxes within five (5) days after the applicable due date will be deemed a material breach of this Agreement, and proVanceTek may, in addition to any other remedy it may have: (i) suspend its performance of the Services and/or terminate this Agreement; and/or (ii) At the time of such nonpayment, proVanceTek may, delete any and all content from the proVanceTek Servers. Any such suspension or termination of the Services would not relieve you from paying past due fees plus interest.

### **1.6. Chargebacks**

If you ever feel that proVanceTek incorrectly charged your credit card, you must contact billing for a correction. If you do contact your credit card company and issue a chargeback then you will be responsible for the \$50 chargeback fee. If you do not pay this fee then your account will be terminated.

## **2. USE OF SERVICES**

### **2.1. Applicable Use Policy**

The proVanceTek Acceptable Use Policy (the "Usage Policy") govern the general policies and procedures for use of the Services. The Usage Policy is posted on proVanceTek's website (or such other location as proVanceTek may specify) and may be updated from time-to-time. YOU SHOULD CAREFULLY READ THE USAGE POLICY. BY USING THE SERVICES, YOU AGREE TO BE BOUND BY THE TERMS OF THE USAGE POLICY AND ANY MODIFICATIONS. proVanceTek RESERVES THE RIGHT TO TERMINATE YOUR ACCOUNT FOR ANY

## **VIOLATION OF THE USAGE POLICY OR THIS AGREEMENT.**

### **2.2. Material and Product Requirements**

Unless we have agreed otherwise in a separate agreement, you must ensure that all material and data placed on proVanceTek's equipment is in a condition that is "server-ready," which is in a form requiring no additional manipulation by proVanceTek. proVanceTek will make no effort to validate any of this information for content, correctness, or usability. If your material is not "server-ready", proVanceTek has the option at any time to reject this material. proVanceTek will notify you of its refusal of the material and afford you the opportunity to amend or modify the material to satisfy the needs and/or requirements of proVanceTek. Use of the Services requires a certain level of knowledge in the use of Internet languages, protocols and software. This level of knowledge varies depending on the anticipated use and desired content of your website. You must have the necessary knowledge to create and maintain a website. It is not proVanceTek's responsibility to provide this knowledge or customer support outside of the Services agreed to by you and proVanceTek.

### **2.3. Bandwidth and Storage Usage**

You agree that use of the Services under this Agreement will not exceed the bandwidth and storage usage limits set out. If you use any bandwidth or storage space in excess of the agreed upon number of megabytes per month, you agree to pay the associated additional charges. Data stored in your user account on a proVanceTek Server is not owned by proVanceTek; therefore Data preservation is the ultimate responsibility of you, the client. proVanceTek is in no way responsible for the client's data and or the backup of that data unless otherwise specified in another written agreement.

## **3. ENFORCEMENT**

### **3.1. Investigation of Violations**

proVanceTek may investigate any reported or suspected violation of this Agreement, its policies or any complaints and take any action that it deems appropriate and reasonable under the circumstance to protect its systems, facilities, customers and/or third parties. proVanceTek will not access or review the contents of any e-mail or similar stored electronic communications except as required or permitted by applicable law or legal process.

### **3.2. Actions**

proVanceTek reserves the right and has absolute discretion to restrict or remove from its servers any content that violates this Agreement or related policies or guidelines, or is otherwise objectionable or potentially infringing on any third party's rights or potentially in violation of any laws. If we become aware of any possible violation by you of this Agreement, any related policies or guidelines, third party rights or laws, proVanceTek may immediately take corrective action, including, but not limited to, (a) issuing warnings, (b) suspending or terminating the Service, (c) restricting or prohibiting any and all uses of content hosted on proVanceTek's systems, and/or (d) disabling or removing any hypertext links to third party websites, any of your content distributed or made available for distribution via the Services, or other content not supplied by proVanceTek which, in proVanceTek's sole discretion, may violate or infringe any law or third-party rights or which otherwise exposes or potentially exposes proVanceTek to civil or criminal liability or public ridicule. It is proVanceTek's policy to terminate repeat infringers. proVanceTek's right to take corrective action, however, does not obligate us to monitor or exert editorial control over the information made available for distribution via the Services. If proVanceTek takes corrective action due to such possible violation, proVanceTek shall not be obligated to refund to you any fees paid in advance of such corrective action.

### **3.3. Disclosure Rights**

To comply with applicable laws and lawful governmental requests, to protect proVanceTek's systems and customers, or to ensure the integrity and operation of proVanceTek's business and systems, proVanceTek may access and disclose any information it considers necessary or appropriate, including, without limitation, user profile information

(i.e., name, e-mail address, etc.), IP addressing and traffic information, usage history, and content residing on proVanceTek's servers and systems. proVanceTek also reserves the right to report any activity that it suspects violates any law or regulation to appropriate law enforcement officials, regulators, or other appropriate third parties.

## **4. INTELLECTUAL PROPERTY RIGHTS**

### **4.1. Your License Grant to proVanceTek**

You hereby grant to proVanceTek a non-exclusive, worldwide, and royalty-free license for the Initial Term and any Renewal Term to use your content as necessary for the purposes of rendering and operating the Services to you under this Agreement. You expressly (a) grant to proVanceTek a license to cache materials distributed or made available for distribution via the Services, including content supplied by third parties, and (b) agree that such caching is not an infringement of any of your intellectual property rights or any third party's intellectual property rights.

### **4.2. proVanceTek Materials and Intellectual Property**

All materials, including but not limited to any computer software (in object code and source code form), data or information developed or provided by proVanceTek or its suppliers or agents pursuant to this Agreement, and any know-how, methodologies, equipment, or processes used by proVanceTek to provide the Services to you, including, without limitation, all copyrights, trademarks, patents, trade secrets and other proprietary rights are and will remain the sole and exclusive property of proVanceTek or its suppliers, including but not limited to any software programs, inventions, products and/or technology innovations and methodologies utilized, developed, or disclosed by proVanceTek during the term of this Agreement, unless otherwise agreed upon in writing. Unauthorized copying, reverse engineering, decompiling, and creating derivative works based on the any such software is expressly forbidden except as permitted in this Agreement. You may be held legally responsible for violation of any patent rights, copyright or trade secret rights that is caused or encouraged by failure to abide by the terms of this Agreement.

### **4.3. Trademarks**

You hereby grant to proVanceTek a limited right to use your trademarks, if any, for the limited purpose of permitting proVanceTek to fulfill its duties under this Agreement. This is not a trademark license and no other rights relating to the trademarks are granted by this Agreement. Specifically, but without limitation, the rights granted by this Agreement do not include the right to sub-license use of your trademarks or to use your trademarks with any other products or services outside the scope of the Services provided under this Agreement. The limited trademark use rights granted under this section terminate upon termination of this Agreement.

## **5. WARRANTY; WARRANTY DISCLAIMER**

### **5.1. Customer and/or Third Party Acts**

proVanceTek is not responsible in any manner for any non-confirming Services to the extent caused by you or your customers. In addition, proVanceTek is not responsible for loss or corruption of data in transmission, or for failure to send or receive data due to events beyond proVanceTek's reasonable control.

### **5.2. No Express or Implied Warranty**

ALL SERVICES, SYSTEMS AND PRODUCTS PROVIDED BY proVanceTek UNDER THIS AGREEMENT ARE PROVIDED WITHOUT ANY EXPRESS OR IMPLIED WARRANTY IN FACT OR IN LAW, WHATSOEVER. YOU ACKNOWLEDGE AND AGREE THAT proVanceTek EXERCISES NO CONTROL OVER, AND ACCEPTS NO RESPONSIBILITY FOR, THE CONTENT OF THE INFORMATION PASSING THROUGH proVanceTek's COMPUTERS, NETWORK HUBS AND POINTS OF PRESENCE, OR THE INTERNET. proVanceTek DOES NOT WARRANT THAT THE OPERATION OF THE SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE, OR

COMPLETELY SECURE, AND DOES NOT MAKE ANY WARRANTIES WITH RESPECT TO PATENT, COPYRIGHT, TRADE SECRET OR TRADEMARK INFRINGEMENT. ALL SERVICES PERFORMED UNDER THIS AGREEMENT ARE PERFORMED "AS IS" AND WITHOUT WARRANTY AGAINST FAILURE OF PERFORMANCE INCLUDING, WITHOUT LIMITATION, ANY FAILURE DUE TO COMPUTER HARDWARE OR COMMUNICATION SYSTEMS. EXCEPT AS EXPRESSLY PROVIDED IN THIS AGREEMENT, proVanceTek DOES NOT MAKE AND HEREBY DISCLAIMS, AND YOU HEREBY WAIVE ALL RELIANCE ON, ANY REPRESENTATIONS OR WARRANTIES, ARISING BY LAW OR OTHERWISE, REGARDING THE SERVICES, INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR CONDITIONS OF QUALITY, AND ANY WARRANTIES WITH RESPECT TO PATENT, COPYRIGHT, TRADESECRET OR TRADEMARK INFRINGEMENT.

### **5.3 Your Warranties and Representations to proVanceTek Hosting**

You warrant, represent, and covenant to proVanceTek that (a) you are at least eighteen (18) years of age or are a duly organized and validly existing entity; (b) you possess the legal right and ability to enter into this Agreement; (c) you will use the Services only for lawful purposes and in accordance with this Agreement and all applicable policies and guidelines; (d) you will be financially responsible for the use of your account; (e) you have acquired or will acquire all authorization(s) necessary for hypertext links to third-party websites or other content; (f) you have verified or will verify the accuracy of materials distributed or made available for distribution via the Services, including, without limitation, your content, descriptive claims, warranties, guarantees, nature of business, and address where business is conducted, and (g) your content and/or any software that you install or provide does not and will not infringe or violate any right of any third party (including any intellectual property rights) or violate any applicable law, regulation or ordinance.

## **6. LIMITATION AND EXCLUSION OF LIABILITY**

### **6.1. Limitations**

IN NO EVENT SHALL proVanceTek HAVE ANY LIABILITY WHATSOEVER FOR DAMAGE, UNAUTHORIZED ACCESS TO, ALTERATION, THEFT OR DESTRUCTION OF INFORMATION PROVIDED TO proVanceTek, DISTRIBUTED OR MADE AVAILABLE FOR DISTRIBUTION VIA THE SERVICES. proVanceTek SHALL HAVE NO LIABILITY UNDER THIS AGREEMENT OR OTHERWISE FOR CONSEQUENTIAL, EXEMPLARY, SPECIAL, INCIDENTAL, OR PUNITIVE DAMAGES EVEN IF proVanceTek HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN ANY EVENT, THE LIABILITY OF proVanceTek TO YOU FOR ANY REASON AND UPON ANY CAUSE OF ACTION SHALL BE LIMITED TO THE AMOUNT ACTUALLY PAID TO proVanceTek BY YOU UNDER THIS AGREEMENT DURING THE THIRTY (30) DAYS IMMEDIATELY PRECEDING THE DATE ON WHICH SUCH CLAIM ACCRUED. THIS LIMITATION APPLIES TO ALL CAUSES OF ACTION IN THE AGGREGATE, INCLUDING, WITHOUT LIMITATION, TO BREACH OF CONTRACT, BREACH OF WARRANTY, NEGLIGENCE, STRICT LIABILITY, MISREPRESENTATIONS, AND OTHER TORTS. THE FEES FOR THE SERVICES SET BY proVanceTek UNDER THIS AGREEMENT HAVE BEEN AND WILL CONTINUE TO BE BASED UPON THIS ALLOCATION OF RISK. ACCORDINGLY, YOU HEREBY RELEASE proVanceTek FROM ANY AND ALL OBLIGATIONS, LIABILITIES, AND CLAIM IN EXCESS OF THE LIMITATION STATED IN THIS SECTION 6.1. BECAUSE SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, IN SUCH STATES, OUR LIABILITY IS LIMITED TO THE EXTENT PERMITTED BY LAW.

### **6.2. Interruption of Service**

You hereby acknowledge and agree that proVanceTek will not be liable for any temporary delay, outages or interruptions of the Services. Further, proVanceTek shall not be liable for any delay or failure to perform its obligations under this Agreement, where such delay or failure results from any act of God or other cause beyond its reasonable control (including, without limitation, any mechanical, electronic, communications or third-party supplier

failure).

### **6.3. Maintenance**

You hereby acknowledge and agree that proVanceTek reserves the right to temporarily suspend services for the purposes of maintaining, repairing, or upgrading its systems and network. proVanceTek will use best efforts to notify you of pending maintenance, however, at no time is under any obligation to inform you of such maintenance.

## **7. INDEMNIFICATION**

You will defend, indemnify, and hold harmless proVanceTek and its officers, directors, shareholders, employees, consultants, agents, affiliates and suppliers (an "Indemnitee") from any and all threatened or actual claims, demands, causes of action, suits, proceedings (formal or informal), losses, damages, fines, penalties, liabilities, costs and expenses of any nature, including attorneys' fees and court costs, sustained or incurred by or asserted against any Indemnitee by any person, firm, corporation, governmental authority, partnership or other entity by reason of or arising out of or relating to: (i) your violation or breach of any term, condition, representation or warranty of this Agreement or any applicable policy or guideline; (ii) your conduct, including but not limited to your negligence, gross negligence, or willful misconduct; (iii) your use of the Services, including any improper or illegal uses; (iv) any claim by a former employee of yours whose employment has been or may be terminated in connection with or as a result of the execution of this Agreement and performance of the Services by proVanceTek; or (v) any claim relating to your services or products, or your installation and/or use of any third-party software, including but not limited to advertising, product liability claims or infringement of any trademark, copyright, patent, trade secrets or nonproprietary right of a third party (including, without limitation, defamation, libel, or violation of privacy or publicity).

## **8. MISCELLANEOUS**

### **8.1 Confidentiality**

The parties each agree that all Confidential Information (as defined below) communicated to it by the other is done so in confidence and will be used only for the purposes of this Agreement and will not be used to compete with the other party or disclosed to any third party without the prior written consent of the other party except as permitted under this Agreement. "Confidential Information" means all information in any form, including, without limitation, printed or verbal communications and information stored in printed, optical or electromagnetic format, which relates to the Services; or computer, data processing or electronic commerce programs and software; electronic data processing applications, routines, subroutines, techniques or systems; information which incorporates or is based upon proprietary information of either party; or information concerning business or financial affairs, product pricing, financial conditions or strategies, marketing, technical systems of either party; or any information concerning customers or vendors of either party; or any data exchange between a party and any customers or vendors. Exceptions to Confidential Information include (1) information in the public domain; (2) information developed independently by a party without reference to information disclosed under this Agreement; or (3) information received from a third party without restriction and/or breach of this or a similar Agreement. It is not a violation of this provision to disclose Confidential Information in compliance with any legal, accounting or regulatory requirement beyond the control of either Party or, but in such case, prior to disclosure, the disclosing Party shall give written notice to the other Party to permit that Party an opportunity to challenge such disclosure. If either Party is subpoenaed, such Party shall give written notice to the other Party to permit that Party an opportunity to challenge the disclosure of Confidential Information. Upon the termination of this Agreement and upon written request of the disclosing Party, each Party shall promptly return all Confidential Information of the other Party. This provision shall survive the termination of this Agreement for two (2) years.

### **8.2. Notices**

All notices, reports, requests, or other communications given pursuant to this Agreement shall be made in writing,

shall be delivered by hand delivery, overnight courier service, fax, or electronic mail, shall be deemed to have been duly given when delivered.

### **8.3. Choice of Law and Forum**

THIS AGREEMENT, WILL BE GOVERNED BY THE LAWS OF THE UNITED STATES AND THE STATE OF OHIO, WITHOUT REFERENCE TO RULES GOVERNING CHOICE OF LAWS. ANY ACTION RELATING TO THIS AGREEMENT MUST BE BROUGHT IN THE FEDERAL OR STATE COURTS LOCATED IN OHIO, AND YOU IRREVOCABLY CONSENT TO THE JURISDICTION OF SUCH COURTS.

### **8.4. Entire Agreement**

This Agreement and all policies and guidelines incorporated in this Agreement by reference constitutes the entire Agreement of the parties and may not be modified or altered orally but only by an agreement in writing signed by both parties.

### **8.5. No Fiduciary Relationship**

No Third-Party Beneficiaries proVanceTek is not the agent, fiduciary, trustee or other representative of you. Nothing expressed or mentioned in or implied from this Agreement is intended or shall be construed to give to any person other than the parties hereto any legal or equitable right, remedy, or claim under or in respect to this Agreement. This Agreement and all of the representations, warranties, covenants, conditions, and provisions hereof are intended to be and are for the sole and exclusive benefit of the parties hereto.

### **8.6. Assignments**

You may not transfer or assign your rights, duties, or obligations under this Agreement without proVanceTek's prior written consent. proVanceTek may assign its rights and obligations under this Agreement and may utilize affiliate and/or agents in performing its duties and exercising its rights under this Agreement, without your consent. Subject to that restriction, this Agreement will be binding on, inure to the benefit of, and be enforceable against the parties and their respective successors and assignees.

### **8.7. No Waiver**

proVanceTek's failure to enforce the strict performance of any provision of this Agreement will not constitute a waiver of proVanceTek's right to subsequently enforce such provision or any other provisions under this Agreement.

### **8.8. Severability**

If any provision of this Agreement is deemed illegal, invalid, void or otherwise unenforceable in whole or in part, that provision shall be severed or shall be enforced only to the extent legally permitted, and the remainder of the provision and the Agreement shall remain in full force and effect. If any provision of this Agreement is deemed to be invalid, void or unenforceable only with respect to a particular application, such term or provision shall remain in full force and effect with respect to all other applications.

### **8.9. Survival**

All provisions of this Agreement relating to your warranties, intellectual property rights, limitation and exclusion of liability, your indemnification obligations and payment obligations shall survive the termination or expiration of this Agreement.

## **Payment Policy**

**Effective Date:** 2017.01.01 – 00:00EST ([Previous Version](#))

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## **1. INTRODUCTION**

You must accept the terms of this Agreement in order to use the Services.

NOTWITHSTANDING, BY USING THE SERVICES, YOU ACKNOWLEDGE THAT YOU HAVE READ THIS AGREEMENT AND AGREE TO BE BOUND BY THE TERMS AND CONDITIONS CONTAINED HEREIN AS WELL AS ALL ACCEPTABLE USE POLICIES INCORPORATED BY REFERENCE.

proVanceTek (sometimes also operating under the Trade Name “ARTS Production Services” or “Columbus Wedding Videography”) reserves the right to change or modify any of the terms and conditions contained in this Agreement, any Addendum and any policy or guideline incorporated by reference at any time and from time to time in its sole discretion, and to determine whether and when any such changes apply to both existing or future customers. Any changes or modification will be effective upon posting of the revisions on the proVanceTek website (the “Site”). Your continued use of Services following proVanceTek’s posting of any changes or modifications will constitute your acceptance of such changes or modifications. The latest version of this document can always be found at <http://provancetek.com/>.

Please also note that customers are required to maintain their accounts and provide a valid up-to-date e-mail address for the delivery of invoices and other notices. We advise customers to choose a safe, reliable e-mail address that is checked regularly and has all emails from @provancetek.com email addresses whitelisted.

## **2. PAYMENT**

Rates listed in this document or quoted to client or prospective client do not necessarily include taxes, bank fees, or credit card convenience fees. Customers are responsible for any and all fees incurred from each transaction. Monthly invoices are generated and delivered on the first business day of each month and payment shall be due upon receipt, unless otherwise indicated on the invoice. Individual invoice payment shall also be due upon receipt of invoice, unless otherwise indicated on the invoice. Invoices remaining unpaid 15 calendar days after receipt shall be subject to the below Late Payment Policy. proVanceTek shall retain credit card information for clients who enter into a reoccurring hosting and/or service agreement and payments for those reoccurring invoices and all other invoices generated for the client shall be charged against the retained credit card at the time of invoice. Such clients may elect not to provide credit card information if they choose to pay their hosting and/or service agreement in-full at time of entering into the agreement. All other clients may choose complete invoice payments online via credit/debit card, over the phone via credit/debit card, or by submitting a check to proVanceTek.

### **2.1. Website Design, Domain Name Registration, and Hosting**

A non-refundable deposit of 50% of the total cost of the project is frequently requested prior to beginning any work. In such cases, the remaining 50% and any other costs incurred are due upon completion of work and before upload of web site files to client's server or public release on proVanceTek's servers. Hosting is to be paid in advance — for

example, if hosting is paid monthly, an invoice will be sent within the first week of the month for hosting services to be rendered throughout that month. In some cases, we may request that further payments be made upon completion of specific milestones; consult your project quotation or contract for specific details. Other arrangements/amendments to this agreement may be made in writing and signed by both parties.

## **2.2. Graphic Design**

A non-refundable deposit of 50% of the total cost of the project is frequently requested prior to beginning any work. In such cases, the remaining 50% and any other costs incurred are due upon completion of work. In some cases, we may request that further payments be made upon completion of specific milestones; consult your project quotation or contract for specific details. Other arrangements/amendments to this agreement may be made in writing and signed by both parties.

## **2.3. Web Site Maintenance and Updates**

For the first month work is performed, an estimate will be made and a non-refundable deposit of 50% of the total cost of the project is frequently requested prior to beginning any work. In such cases, the remaining 50% and any other costs incurred are due upon completion of work and before upload of web site files to client's server or public release on proVanceTek's servers. After the first month, work is tracked throughout each given month and, first business day of the following month, a detailed invoice listing all work performed is sent. In some cases, we may request that further payments be made upon completion of specific milestones; consult your project quotation or contract for specific details. Other arrangements/amendments to this agreement may be made in writing and signed by both parties.

## **2.4. Web Copywriting and other Web Consulting**

A non-refundable deposit of 50% of the total cost of the project is frequently requested prior to beginning any work. In such cases, the remaining 50% and any other costs incurred are due upon completion of work. In some cases, we may request that further payments be made upon completion of specific milestones; consult your project quotation or contract for specific details. Other arrangements/amendments to this agreement may be made in writing and signed by both parties.

## **2.5. Video, Audio, and Event Production**

A non-refundable deposit of 50% of the total cost of the project is frequently requested prior to beginning any work. In such cases, the remaining 50% and any other costs incurred are due upon completion of work. In some cases, we may request that further payments be made upon completion of specific milestones; consult your project quotation or contract for specific details. Other arrangements/amendments to this agreement may be made in writing and signed by both parties.

## **2.6. Structured Media and Other Remaining Consulting / Contracting Services**

A non-refundable deposit of 50% of the total cost of the project is frequently requested prior to beginning any work. In such cases, the remaining 50% and any other costs incurred are due upon completion of work. In some cases, we may request that further payments be made upon completion of specific milestones; consult your project quotation or contract for specific details. Other arrangements/amendments to this agreement may be made in writing and signed by both parties.

## **3. RATES**

Below you will find our standard hourly rate. These rates apply in all circumstances where proVanceTek does not have a prior written agreement with the client that details other rates.

### **3.2 Standard Hourly Rates**

Our business hours are 9:00am to 5:00pm EST Monday through Friday, except as otherwise noted below. Our standard email and phone support rate during these hours is \$50/hr. Our standard on-site support rate during these hours is \$90/hr. Other arrangements/amendments to this agreement may be made in writing and signed by both parties.

### **3.2 Overtime Hourly Rates**

In the event that, due to a deadline or per client's request, work must be performed on a Saturday or Sunday, or otherwise outside the hours 9:00am to 5:00pm EST during the week, work will be charged at overtime rates – Presuming that we're available to accommodate such requests. Our standard overtime email and phone support rate during these hours is \$75/hr. Our standard on-site support rate during these hours is \$180/hr. Other arrangements/amendments to this agreement may be made in writing and signed by both parties.

### **3.3 Holiday Hourly Rates**

We will be closed on the following dates: New Years Day, January 21, President's Day, May 16, Memorial Day, Independence Day, Labor Day, Columbus Day, Halloween, Veteran's Day, Thanksgiving Eve, Thanksgiving Day, Christmas Eve, Christmas Day, and New Year's Eve. In the event that, due to a deadline or per client's request, work must be performed on one of these dates, work will be charged at double-time rates – Presuming that we're available to accommodate such requests. Double-time Rates are twice the standard hourly rate. Other arrangements/amendments to this agreement may be made in writing and signed by both parties.

## **4. LATE PAYMENT**

Late payment will result in Late Fees and possible Service Suspension and/or project delays, which will be added to the total cost of the project or monthly services performed.

### **4.1. Definition of Late Payment**

"Late payment" is defined as payment submitted after 11:59pm on 15th calendar day after customer's receipt of the invoice or, if specified, no later than the date specified on the invoice.

In the case of payments submitted as checks sent through the mail, both the check's date and the postmark date must be on or before the invoice's "due date" for the payment to be considered "on time". (Actual receipt date of the mailed check is immaterial, as mail processing time varies.)

### **4.2. Late Fees**

In the following section, "days late" is defined as the number of calendar days after the invoice's due date. For example, if an invoice's due date is January 1st, payment submitted on January 2nd at 12:01am is considered one day late.

A fee of \$25 per week will be incurred by any client who fails to pay on time. This breaks down to:

- 1-7 days late: \$25 total fee.
- 8-14 days late: \$50 total fee.
- 15-21 days late: \$75 total fee.
- 22-28 days late: \$100 total fee.

After a payment is 29 days late:

- an additional \$100 fee will be incurred (\$200 total fee).

- all accounts and ongoing services will be suspended, and the service contract will be terminated.

After a payment is 60 days late, the account will be turned over to a collections agency. The client will be liable for the \$200 cumulative fee, an additional \$100 account termination fee, as well as any costs incurred by the collection process.

If the client later requests that the account be reinstated, reinstatement is contingent upon:

- payment in full of outstanding balance and/or fees,
- an additional \$100 reinstatement fee, and
- proVanceTek's discretion.

## **5. DEPOSITS**

All deposits for work are non-refundable.

## **6. DISPUTED CHARGES**

If the client disagrees with charges itemized on an invoice, the client should bring this to proVanceTek's attention at once, and proVanceTek will do its best to address the client's concerns.

Until proVanceTek has agreed on a resolution, however, the client is liable for all charges indicated on the invoice — and the invoice will be subject to standard late payment policy. If, after the invoice is paid, proVanceTek agrees that a charge is incorrect, proVanceTek will reimburse the client for the charge on the next invoice following the resolution.

## **7. MISCELLANEOUS**

### **7.1. Notices**

All notices, reports, requests, or other communications given pursuant to this Agreement shall be made in writing, shall be delivered by hand delivery, overnight courier service, fax, or electronic mail, shall be deemed to have been duly given when delivered.

### **7.2. Choice of Law and Forum**

THIS AGREEMENT, WILL BE GOVERNED BY THE LAWS OF THE UNITED STATES AND THE STATE OF OHIO, WITHOUT REFERENCE TO RULES GOVERNING CHOICE OF LAWS. ANY ACTION RELATING TO THIS AGREEMENT MUST BE BROUGHT IN THE FEDERAL OR STATE COURTS LOCATED IN OHIO, AND YOU IRREVOCABLY CONSENT TO THE JURISDICTION OF SUCH COURTS.

### **7.4. Entire Agreement**

This Agreement and all policies and guidelines incorporated in this Agreement by reference constitutes the entire Agreement of the parties and may not be modified or altered orally but only by an agreement in writing signed by both parties.

### **8.6. Assignments**

You may not transfer or assign your rights, duties, or obligations under this Agreement without proVanceTek's prior written consent. proVanceTek may assign its rights and obligations under this Agreement and may utilize affiliate and/or agents in performing its duties and exercising its rights under this Agreement, without your consent. Subject to that restriction, this Agreement will be binding on, inure to the benefit of, and be enforceable against the parties and their respective successors and assignees.

### **8.7. No Waiver**

proVanceTek's failure to enforce the strict performance of any provision of this Agreement will not constitute a waiver of proVanceTek's right to subsequently enforce such provision or any other provisions under this Agreement.

### **8.8. Severability**

If any provision of this Agreement is deemed illegal, invalid, void or otherwise unenforceable in whole or in part, that provision shall be severed or shall be enforced only to the extent legally permitted, and the remainder of the provision and the Agreement shall remain in full force and effect. If any provision of this Agreement is deemed to be invalid, void or unenforceable only with respect to a particular application, such term or provision shall remain in full force and effect with respect to all other applications.

If for any reason this agreement conflicts with any other current agreement with proVanceTek, including but not limited to, proVanceTek's Web Hosting Acceptable Use Policy or proVanceTek's Terms of Service (both available at [www.provancetek.com](http://www.provancetek.com)), that provision shall be severed or shall be enforced to the extent of the lesser extent of either agreement, and the remainder of the provision and the Agreement shall remain in full force and effect.

### **8.9. Survival**

All provisions of this Agreement relating to your warranties, intellectual property rights, limitation and exclusion of liability, your indemnification obligations and payment obligations shall survive the termination or expiration of this Agreement.