



# Diamond City IT

Managed Service Provider

## **Diamond City IT – Residential Billing Policy**

*Adoption Date: February 1<sup>st</sup>, 2025*

### **1. Overview**

This Billing Policy outlines the invoicing and payment terms for services or products provided by Diamond City IT ("Croughn Enterprises LLC"). By engaging our services or purchasing our products, you agree to the terms set forth in this Policy.

### **2. Payment Terms**

- **Quotes:** Quotes issued have 14 days to be approved. After the 14-day threshold, the quote will expire, and a new quote will be issued upon request.
- **Invoicing:** Each invoice is due upon receipt and/or within 30 days of receiving the invoice date unless otherwise specified.
- **Accepted Payment Methods:** We accept payments by Credit Card, Debit Card, Check, or ACH Bank Transfer. Wire Transfers are not accepted. All payments must be made in the currency, "USD". Other currencies or crypto currencies are not accepted.
- **Advance Payments/Deposits:** For certain services or projects, an advance payment or deposit of **25%** through **50%** may be required. This will be clearly indicated in the relevant quote, invoice, and/or service agreement.

### **3. Late Payment**

- **Late Payment Fees:** If payment is not received by the due date specified, a late fee of "3% per month" will be applied to the outstanding balance. An additional 1% will be added by any additional month late. 1<sup>st</sup> Month will be "2%" and 2<sup>nd</sup> month will be "3%" and so on.



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### 4. Billable Work

- **Remote Work:** Any remote work performed that exceeds a duration of **15 minutes** will be billed at the standard hourly rate of **\$30**. Time is calculated in increments of one hour, meaning any remote support session that extends beyond the 15-minute threshold will be billed for a full hour at the stated rate.
- **Onsite Work:** For any onsite service visit, a minimum of one hour will be billed at the standard hourly rate of **\$65** upon arrival, regardless of the time spent on-site. Additional time beyond the first hour will be billed in hourly increments.
- **Travel Fees:** For any onsite service requiring travel, a mileage fee will be applied based on the IRS standard mileage rate for 2025, which is **\$0.70** per mile. Mileage is calculated from our primary business location to the service destination and back. This fee is in addition to the standard hourly service rate.

### 5. Emergency Service (After-Hours) Rates

- After-hours support is defined as any service request made or work performed outside of our standard business hours, which are Monday through Friday from 9:00 AM to 5:00 PM and Sunday from 11am to 1pm. Any remote or onsite work conducted outside of these hours, including evenings, weekends, and federal holidays, is subject to an increased hourly rate of **\$175** per hour. Emergency service requests requiring immediate response outside of business hours may be billed at a higher rate. The following federal holidays are recognized as after-hours, regardless of the day of the week they fall on:
  - **New Year's Day** – January 1st
  - **Martin Luther King Jr. Day** – Third Monday in January
  - **Presidents' Day** – Third Monday in February
  - **Memorial Day** – Last Monday in May
  - **Independence Day** – July 4th
  - **Labor Day** – First Monday in September
  - **Columbus Day** – Second Monday in October
  - **Veterans Day** – November 11th
  - **Thanksgiving Day** – Fourth Thursday in November
  - **Christmas Day** – December 25th



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Any work performed on these holidays will be billed at the after-hours rate. If a holiday falls on a weekend, the observed holiday designated by the federal government will apply.

- **After-Hours Remote Work:** Any remote work performed that exceeds a duration of 15 minutes will be billed at the standard hourly rate of **\$175**. Time is calculated in increments of one hour, meaning any remote support session that extends beyond the 15-minute threshold will be billed for a full hour at the stated rate.
- **After-Hours Onsite Work:** For any onsite service visit, a minimum of one hour will be billed at the standard hourly rate of **\$175** upon arrival, regardless of the time spent on-site. Additional time beyond the first hour will be billed in hourly increments.
- **Travel Fees:** For any after-hours onsite service requiring travel, a mileage fee will be applied based on the IRS standard mileage rate for 2025, which is **\$0.70 per mile**. An additional flat rate of **\$25** will also be applied. Mileage is calculated from our primary business location to the service destination and back. This fee is in addition to the standard hourly service rate.

## 6. Dispute Resolution

- **Invoice Discrepancies:** Should you have any concerns or disputes regarding any invoice, please notify us in writing within "14 days" of the invoice date. We will review your claim and work to resolve any discrepancies promptly. Any notice after 30 days will be disregarded.

## 7. Refunds and Cancellations

- **Refund Policy:** Refunds, if applicable, will be processed in accordance with our Refund Policy. Requests for refunds must be submitted in writing within 14 days of the invoice date or service delivery.
- **No-Show Policy:** If a technician arrives onsite and is unable to complete the work due to client unavailability or other preventable circumstances, a no-show fee of **\$75 + any incurred travel expenses** will be billable.



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## 8. Confidentiality and Data Protection

- **Data Security:** All billing and payment information is treated as confidential and stored securely in compliance with applicable data protection laws. We do not share your payment information with third parties without your consent, except as required by law.

## 9. Amendments to the Billing Policy

- **Policy Updates:** Croughn Enterprises LLC & Diamond City IT reserves the right to modify or amend this Billing Policy at any time. Significant changes will be communicated to customers in advance. Continued use of our services or products following any changes indicates acceptance of the revised terms.

## 10. Contact Information

For any questions or issues related to billing, please contact:

**Croughn Enterprises LLC or Diamond City IT**

100 N Wilkes Barre Blvd STE 332

Phone: (570) 362-5500

Email: [Billing@diamondcityit.com](mailto:Billing@diamondcityit.com)

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*By using our services or making a purchase, you acknowledge that you have read and agreed to the terms of this Billing Policy.*