



Diamond City IT
Managed Service Provider

Diamond City IT – Residential Billing Policy

Adoption Date: February 1st, 2025
Revision Date: June 16th, 2026 (V3)

1. Overview

This Residential Billing Policy (“Policy”) establishes the terms and conditions governing invoicing, payment, and related financial procedures for all services and products provided by **Diamond City IT**, a division of **Croughn Enterprises LLC** (“the Company”). By engaging in business with Diamond City IT, the Client (“Customer,” “You,” or “Your”) agrees to be bound by the provisions set forth herein.

2. Payment Terms

a. Quotes:

All quotes issued by Diamond City IT shall remain valid for a period of **fourteen (14) calendar days** from the date of issuance. Upon expiration, a new quote may be issued upon request and at the Company’s discretion.

b. Invoicing:

Invoices are generally issued on the **fifteenth of each month** via electronic mail and/or physical mail through the United States Postal Service (USPS®). Payment is **due upon receipt** and at any time no later than **the end of the month of delivery** from the invoice date, unless otherwise specified in writing.

c. Accepted Payment Methods:

Accepted forms of payment include **Credit Card, Debit Card, Check, and ACH Bank Transfer. Wire transfers and cryptocurrency** are not accepted. All payments must be made in **U.S. Dollars (USD)**. Credit and debit card payments are subject to a **3.5 to 4% processing fee** depending on the size of the transaction.



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d. Advance Payments and Deposits:

Certain projects or services may require an advance payment or deposit equal to **twenty-five percent (25%) and up to fifty percent (50%)** of the total quoted amount. Such requirements will be clearly stated within the applicable quote, invoice, or service agreement.

3. Late Payment

a. Late Fees:

If payment is not received by the due date, a **late payment fee of three percent (3%) for the first month** will be assessed on the unpaid balance. For each subsequent month the payment remains delinquent, an **additional one percent (1%)** will be applied, (e.g., 3% for the first month late, 4% for the second month, etc.)

4. Billable Work

a. Tier 1 — Remote Support: Tier 1 work includes any service performed remotely, by phone or remote session, during normal business hours (Monday–Friday, 9:00 AM–5:00 PM EST). Tier 1 work is billed at **\$55.00 per hour**, calculated in half-hour increments, with a half-hour minimum per request.

b. Tier 2 — Onsite Support: Tier 2 work includes standard onsite service during normal business hours. Tier 2 work is billed at **\$70.00 per hour**, with a one-hour minimum charged upon arrival regardless of time spent onsite. Additional time is billed in one-hour increments.

c. Tier 3 — Extended Onsite Support: Tier 3 work includes complex or specialized onsite service during normal business hours. Tier 3 work is billed at **\$100.00 per hour**, with a one-hour minimum charged upon arrival regardless of time spent onsite. Additional time is billed in one-hour increments.

d. Travel Fees: Onsite service requiring travel (Tier 2 and Tier 3 only) is subject to a flat travel fee of **\$50.00**, which covers up to a **20-mile** radius from the Company's office in Wilkes-Barre. Any distance beyond the initial 20 miles is billed at **\$0.725 per additional mile**. Travel fees are charged in addition to the applicable hourly service rate.



5. Emergency and After-Hours Service Rates

a. Definition:

After-hours service refers to any work requested or performed **outside of regular business hours**, defined as **Monday–Friday, 9:00 AM to 5:00 PM**. All after-hours work—including evenings, weekends, and recognized federal holidays, is billed at an **enhanced hourly rate of 1.5x the normal hourly rate**. Emergency service requests requiring immediate response may be billed at a higher rate at the Company’s discretion.

b. Recognized Federal Holidays:

Work performed on the following holidays is automatically billed at the after-hours rate, regardless of the day of the week on which the holiday falls:

- New Year’s Day – January 1
- Martin Luther King Jr. Day – Third Monday in January
- Presidents’ Day – Third Monday in February
- Memorial Day – Last Monday in May
- Independence Day – July 4
- Labor Day – First Monday in September
- Columbus Day – Second Monday in October
- Veterans Day – November 11
- Thanksgiving Day – Fourth Thursday in November
- Christmas Day – December 25

If a holiday falls on a weekend, the **federally observed date** will apply.

c. After-Hours Remote Work:

Remote work performed after hours exceeding fifteen (15) minutes shall be billed at **1.5x the normal hourly rate**, calculated in one-hour increments.

d. After-Hours Onsite Work:

Onsite after-hours service carries a **minimum one-hour charge at 1.5x the normal hourly rate**, with additional time billed in full-hour increments.

e. After-Hours Travel Fees:

Reference Section 4.d



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6. Dispute Resolution

Any dispute or discrepancy regarding an invoice must be submitted **in writing within fourteen (14) days** of the invoice date. The Company will review the matter in good faith and respond promptly. Disputes submitted after **fourteen (14) days** shall be considered **non-actionable**.

7. Refunds, Cancellations, and No-Shows

a. Refund Policy:

Refunds, if applicable, will be processed in accordance with the Company's Refund Policy.

b. Cancellations:

Service cancellations must be made at least **twenty-four (24) hours** prior to the scheduled appointment. Same-day cancellations may incur a **cancellation fee of \$40.00**.

c. No-Show Policy:

If a technician arrives onsite and is unable to perform the scheduled service due to client unavailability, lack of access, or other preventable circumstances, a **no-show fee of \$40.00**, plus applicable travel expenses, shall be invoiced.

8. Confidentiality and Data Protection

All client billing, personnel, and payment information shall be treated as **confidential** and securely stored in compliance with all applicable data protection and privacy laws. The Company will not disclose or share your personal or financial data with any third party except as required by law or for legitimate business operations (e.g., payment processing).

9. Amendments to the Policy



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Croughn Enterprises LLC, doing business as **Diamond City IT**, reserves the right to amend or modify this Policy at any time. Continued use of our services after notice constitutes acceptance of the revised Policy.

10. Contact Information

All billing inquiries, payments, and official correspondence should be directed to:

Croughn Enterprises LLC
Doing Business As (DBA): Diamond City IT
100 N Wilkes-Barre Blvd, Suite 332
Wilkes-Barre, Pennsylvania 18702
United States
Telephone: **(570) 362-5500**
Email: Billing@DiamondCityIT.com

All payments, notices, and communications shall be deemed properly delivered when sent to the above address or email unless otherwise designated in writing by the Company.

Acknowledgment

By utilizing the services of **Diamond City IT** or purchasing any related products, the Client acknowledges that they have read, understood, and agreed to be legally bound by the terms of this Residential Billing Policy.