

## Prepaid Online Business Management Service Agreement

Subject to terms and conditions described further in the *Terms of Service*, \_\_\_\_\_ (client)

is initiating a monthly subscription to Online Business Management Service provided by Web2Creative.

The nature of service, terms of agreements and protocol for submitting work orders are described below.

### The Nature of Service

Online Business Management Service is a discount plan for clients who are willing to commint to at least one hour of service per month. In return, the clients receive 25% disount on all and any services provided by Web2Creative.

### Terms of Service

- ▶ The service plan hourly rate is \$90 (25% off the standard hourly rate of \$120) .
- ▶ Minimum monthly commitment is 1 hour.
- ▶ The time spent in providing the service will be measured in 5-minute increments. (\$7.50 per each 5-minute period).
- ▶ The monthly subscription fees will be automaticall charged to the client's credit card at the beginning of the monthly cycle.
- ▶ The monthly systle begins on a date when this contract is signed and dated.
- ▶ The work hours exceeding the one hour monthly retainer will be billed to the client at the end of the month as a regular invoice.
- ▶ Any unused monthly prepaid minutes will NOT be rolled into the following month.
- ▶ All services will be provided during regular business hours unless otherwise requested by the client. Special terms may apply.
- ▶ Regular business hours are considered to be during regular business days from 8 AM until 6 PM.
- ▶ Services provided outside the regular business hours are considered emergency services.
- ▶ Emergency services are charged at a double hourly rate.

### Work Order Protocol

- ▶ Service orders must be provided in written form and must contain a clear work scope and instructions.
- ▶ Service orders must to be placed at least one day before the last business day of the month in order to be counted and completed in that same month.

By signing this document, the client is entering into a 12 month contract with Web2Creative. The person undersigned acknowledges s/he has read and understood the terms of agreement and has the authority to enter this agreement on behalf of the client.

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Print Name

Signature

Date

## Direct Debit Request (DDR) Form

Company Name \_\_\_\_\_

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Address \_\_\_\_\_ Phone \_\_\_\_\_

Email \_\_\_\_\_ Mobile \_\_\_\_\_

Payment Purpose: *Online Business Management Service*

### Debit From Credit Card

VISA  MC

Credit Card Number \_\_\_\_\_

Expiration Date \_\_\_\_\_

CCV \_\_\_\_\_

Name on the Card \_\_\_\_\_

Address of the Card Holder \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone of the Card Holder \_\_\_\_\_

Email of the Card Holder \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

## **DDR Service Agreement**

- ▶ I/we hereby authorize Web2Creative (the Business) to set up periodic debits in regards to the goods and services provided by
- ▶ the Business according to the terms and conditions of any agreement with the Business or the terms and conditions of any agreement with the Business.
- ▶ I/we acknowledge that the debit amount will be debited from my/our account according to the terms and conditions of any agreement with the Business.
- ▶ I/we acknowledge that the credit card details have been verified against a recent bank statement to ensure accuracy of the details provided. If uncertain you should contact your financial institution.
- ▶ I/we acknowledge that it is my/our responsibility to ensure that there is sufficient cleared funds in the nominated account by the due date to enable the direct debit to be honored on the debit date. Direct debits normally occur overnight; however, transactions can take up to three (3) business days depending on your financial institution. I/we acknowledge and agree that sufficient funds will remain in the nominated account until the direct debit amount has been debited from the account and that there are sufficient funds available. I/we agree that the Business will not be held responsible for any fees and charges that may be charged by my/our financial institution.
- ▶ I/we Acknowledge that there may be a delay in processing if:
  - There is a public or bank holiday on the day, or any day after the debit date
  - A payment request is received by the Business on a day that is not a Banking Business Day
  - A Payment request is received after normal cut off times, being 5pm CST time Monday to Friday.
  - Any payments that fall due on any of the above will be processed on the next banking business day.
- ▶ I/we authorize the Business to vary the amount of the payments from time to time as provided for within the Business agreement.
- ▶ I/we acknowledge that the Business is to provide 14 days notice if proposing to vary the terms of the debit arrangements.
- ▶ I/we acknowledge that variations to the debit arrangement will be directed to the Business.
- ▶ I/we acknowledge that any request to stop or cancel the debit arrangement will be directed to the Business.
- ▶ I/we acknowledge that any disputed debit payments will be directed to the Business. If no resolution is forthcoming you are advised to contact your financial institution.
- ▶ I/we acknowledge that if a debit is returned by my/our financial institution as unpaid, I/we will be responsible for any fees and charges for each unsuccessful debit in addition to any financial institution charges and collection fees, including and not limited to any solicitor fees and collection agent fees appointed by the Business.
- ▶ I/we authorize the Business to attempt to re-process any unsuccessful payments.

## **Credit Card Payments**

- ▶ I/we acknowledge that Web2Creative will appear as the business name for all payments from credit card.
- ▶ Web2Creative will keep your information about your nominated account at the financial institution private and confidential unless this information is required to investigate a claim made in it relating to an alleged incorrect or wrongful debit, or otherwise required by law.
- ▶ I/we authorize:
  - Web2Creative to verify details of my/our account with my/our financial institution
  - The Financial Institution to release information allowing the Web2Creative to verify my/our account details.