

Billing Policy

It is our intent to be fair and honest in all our business operations. For this reason we have developed the following document to clearly explain our billing policies.

Payment Agreement: You agree to pay for any and all charges arising from your use of products or services offered TUOLUMNE BOOKS LLC.

Payment Terms: Invoices are due on receipt, and will be granted a grace period of 7 days before being charged a late fee and interest. Overdue amounts will be charged a one-time late fee of \$50 and interest at a rate of 1.5% per month. If Tuolumne Books uses a collections agency to recover amounts due, you agree that any fee charged by the collections agency will be added to your amount due.

Progress Billing: Progress billing is triggered when the duration of work is over one month or fees exceed \$1000. Work that is expected to trigger progress billing will require a deposit of 50%, or a payment method on file.

Payment processing: TUOLUMNE BOOKS LLC may use Quickbooks, Stripe or another third party payment processor to process payments. By submitting a payment method you agree to allow TUOLUMNE BOOKS LLC and save it on file for one-time, recurring and/or future charges. You may remove your payment method on-file at any time, although this may interrupt or terminate service. You also agree to pay for services rendered and authorize TUOLUMNE BOOKS LLC to process payments on any payment method saved.

Payment Processing Fees: Because we run relatively large transaction amounts, it is in our interest to lower processing fees whenever possible. Bank transfers are a more efficient payment method in this regard, offering much lower transaction fees. To incentivize the use of bank transfers and mitigate high processing costs, a 3% processing fee may be added to credit card transactions. Bank transactions do not incur any additional processing fee.

Monthly Subscription Fees: You authorize TUOLUMNE BOOKS LLC to charge your payment method on file for recurring monthly subscription fees if you are enrolled in a service subscription. Services rendered will be billed at the then-current rate. See our website for current subscription fees.

Recurring Billing: You authorize TUOLUMNE BOOKS LLC to debit the bank account or credit card associated with your account on or about the first day of each month for payment of services rendered the previous month. You agree not to dispute this recurring billing with your bank so long as the transactions correspond to the terms indicated in this policy. You guarantee and warrant that you are an authorized user of the bank account and that you are legally authorized to enter into this billing agreement.

Hourly/Consulting Fees: For hourly or consulting services, you authorize TUOLUMNE BOOKS LLC to charge your payment method on file. If you are enrolled in a service subscription, you will

not be billed for consulting hours unless you request a service that falls outside of your subscription. We will do our best to make you aware of requests that may result fees additional to your regular subscriptions, but this may not always be possible in advance. Consulting fees are assessed hourly in quarter hour increments, with a minimum of .5 hours, and charged at an hourly rate determined by TUOLUMNE BOOKS LLC. See our pricing and service schedule for the current hourly and consulting prices.

On-Site Appointment, Travel and Late-Cancellation Fees: Our services are 100% remote. However, if you request an in-person meeting and we are able to accommodate this, you will be billed hourly for your meeting and any travel time. TUOLUMNE BOOKS LLC charges a \$75 dollar Late-cancellation fee for cancellations within 24 hours of the scheduled appointment time. TUOLUMNE BOOKS LLC also charges for any travel time already completed for Late-cancelled appointments.

Changes to fees: TUOLUMNE BOOKS LLC may change its fees from time to time. These changes to fees will be applied broadly and clients will be given the option to continue service at the current price. Notice of changes to fees will be sent electronically to the clients email on file prior to changes taking place, but TUOLUMNE BOOKS LLC is not responsible for ensuring customer awareness of said changes. TUOLUMNE BOOKS LLC may at its sole discretion choose to honor past fee rates or discount current rates for some or all of its customers. See our Website for current rates.

Miscellaneous Terms: Adequate funds must be available for withdrawal from the account by the payment due date. Outstanding balances due to bank-related returns, etc. are due immediately and may be collected by ACH debit, charging a card on file or other payment method. You agree that a return item charge of \$50.00 dollars may be assessed for each returned ACH debit or credit card payment. Non-payment of fees may result in termination of service.

Refunds, Discounts, and Free-Trials: Tuolumne Books does not offer refunds, provided the charge occurred under the terms of this agreement. An erroneous charge may be reconciled by applying any balance to the next month's invoice. Tuolumne Books strives to offer the lowest prices possible while maintaining a high level of service. Therefore, we do not offer discounts. We do not offer free trials of our services, instead we do not charge setup fees to get started.

Referrals: Tuolumne Books offers a \$250 referral credit to any existing client who refers a new client. The new client cannot be the referring client's owner or business, but can be for related parties (sister, father, friend). The new client cannot already have a relationship with Tuolumne books, and must complete their first billing cycle before the referral credit will be applied. The credit will apply against future charges to the referring clients account, and is not refundable.

Termination: This authorization will remain in effect until you notify TUOLUMNE BOOKS LLC of account termination in writing, or until Tuolumne books terminates the agreement. Upon termination, you will be charged immediately for the full balance due on your account. You remain responsible for any uncollected or uncollectible amounts, or charges that accrue on your account after this time.