

# MerLar, LLC General Operating Policy | 2011

## General MerLar, LLC Operating Policy

### **Account Policy:**

MerLar, LLC expects and requires prompt payment within the terms given to your account. Normally, MerLar expects to be paid on receipt of invoice. All parts must be paid for before MerLar, LLC orders them. Parts will also include MA state sales tax of 6.25%. If client is located out of state client will pay MA sales tax and be responsible for any obligations to that state government. However, the actual transaction will be considered taking place in Massachusetts. Unless, a part is actually delivered directly to client from our distributor and in that case client will be responsible for their jurisdictions taxes.

Terms other than "Due on Receipt" are possible. If MerLar, LLC, at its own discretion decides there is risk getting payment from a client a retainer will be necessary (minimum retainer will be \$1000). Clients who MerLar, LLC feels are able to live up to their financial responsibilities will at MerLar, LLC's choice be able to have other payment terms. But it should be expected unless otherwise said client is responsible for payment at time of service.

MerLar, LLC reserves the right to charge interest on accounts with a past due balance. MerLar, LLC has a fundamental policy of charging interest of 18% APR compounded daily on accounts 30 days past due. There is a minimum finance charge of \$11.

Returned checks will incur a \$65 service fee.

Paying by Charge Card is not normally acceptable. In collections charge card payment is available.

### **MerLar Fee Policy:**

**Phone Consulting:** \$ (MP) for every call minimum. Plus, after the 1<sup>st</sup> HR \$(P)/ each additional hour rounded up to the nearest half hour.

### **Phone Support:**

Using "Go To Assist" by Citrix: \$ (MP) for phone session including 1<sup>st</sup> hr. \$ (P) each additional hour rounded up to the nearest quarter hour.

### **Onsite Consulting:**

\$ (MOT) minimum per visit. Each additional hour shall be billed at \$ (OT)/hr. Time shall be rounded up to the nearest half hour. Client must provide parking. If client is unable to provide parking client will be responsible for reimbursing MerLar, LLC for any parking fees occurred. Travel billing will be in effect if the distance is greater than 20 Miles from Boston Massachusetts.

### **Emergency Consulting:**

will be billed at double the rate in effect at time.

### **Traveling:**

Client will pay full Onsite rate during travel time, plus be responsible for miles billed at \$1.25 per mile.

Out of area Consulting: Consulting further distances and in expert areas.

### **Court Witness Fees:**

If you chose MerLar, LLC to testify in court on your behalf you will be responsible for paying 9 hrs of onsite time, plus for traveling time, and \$50 Lunch Allowance. In addition client must pay for accommodations if travel is required out of state. Furthermore, if the distance is more than 125 miles from MerLar, LLC main office, you will be responsible for transportation. This includes Car, Air, Train, Boat. Plus each day on that trip you will be responsible for paying 9 hrs minimum for expert time.

### **What does consulting entail are their warranty:**

There is no warranty on service you are paying by the clock. However, in the event you are given a set price/bid you will have a certain warranty as expresses in that particular contract between you and MerLar, LLC.

This document is only a brief outline of MerLar LLC's policy and is subject to change anytime without notice. This may not be considered the entire policy in effect at the time, however, it is true, as allowed by law MerLar, LLC and Client shall be bound by policies stated here. Client should not assume a policy is not in effect if not addressed in this document.