

Lund & Lund

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EFFECTIVE: January 2005
UPDATED: January 2008
UPDATED: July 2010
REGARDING: Invoice Policies
DEFINITION: Past-Due Status = 45 Days

DOMAIN AND SERVER RENEWALS:

1. All domain and server renewals must be paid in advance. Accounts will receive a 30 day advance notice of renewal dates.
2. For all accounts in "past-due" status, Lund & Lund will require a certified check for the domain or server renewal fee prior to the renewal date.

WEBSITE UPDATES:

1. Interest will be incurred on outstanding accounts of 1.5% per month (18% per year) in accordance with State of Michigan Interest Rate Ceiling.
2. In addition to interest penalties, we will also begin a decrease of service as follows:
 - 2a. After 45 days, we will provide service on a "as-time-allows" basis during 8-5 M-F (EST). No evenings or weekend work.
 - 2b. After 60 days, we will cease all creative client work and address only server related issues.
3. All payments made will apply to the oldest invoices.
4. After 90 days, all Lund & Lund work performed during the 90 days will be removed from the website and the account turned over to a collection agency. Customer is liable for all collection costs and reasonable attorney fees.(updated 2009)
5. Collection agency: Creditor's Alliance, Inc., Bloomington, IL (updated 2010)

BAD CHECKS

1. Bad Checks will be charged a \$65 NSF fee.

ADVANCED MONIES

1. While in "past-due" status, no Lund & Lund cash expenditures will be made on behalf of the account. This includes items such as (but not limited to): purchase of domain names, graphics, software, equipment, etc.