

Avrem Technologies, LLC

316 West Federal Street, Youngstown, Ohio 44503

<http://www.avrem.com>

Welcome!

Thank you for choosing Avrem Technologies, LLC for your IT consulting needs. I know you'll be extremely satisfied with the services we provide just as hundreds of other businesses and organizations are. If we ever disappoint you, I hope you'll let us know; we'll do everything we can to make things right. We're passionate about what we do and are committed to the success of your business and our relationship.

The information enclosed in this packet will help jumpstart our relationship. Enclosed you'll find a copy of our Client Info Form, which we'll need completed before we can start working with you. Simply fill in the appropriate information and have an authorized representative of the company sign it. Pay special attention to the "Authorized Contacts" section. When a decision needs to be made that will significantly impact business workflow or alter or increase costs, the people listed here will be asked for approval if the business's primary contact is not available. By using this system, we can ensure uptime while avoiding unauthorized charges and changes. In the event that your business information or authorized contacts change, you'll be responsible for submitting an updated Client Info Form to us. Signing this form signifies that you have read and agree to our general Terms and Conditions, also enclosed herein. Take a few moments to read those over and feel free to ask any questions you may have. Keep the Terms sheet for your records and note that the most up-to-date copy is always available at <http://www.avrem.com/policies/>.

Also enclosed is our Staff Cheat Sheet. This sheet should be filled out by each member of your staff regardless of their position or authorization level. This helps us learn about your organization more quickly and provides us with information we'll need internally.

Finally, I've included our at-a-glance policy sheet to help you weed through the legalese of our Terms and Conditions and get down to the important details. It lists our billing rates, travel charges and hours of operation.

All of this information, as well as important news updates, tutorials, white papers and contact methods, are available on our website, <http://www.avrem.com>.

On behalf of the entire Avrem team, we're excited to begin our relationship with you and hope it lasts for many years to come.

Sincerely,

Robert Merva, CEO
Avrem Technologies, LLC

Avrem Technologies, LLC

General Terms and Conditions

1. Estimates

Estimates provided by us shall be valid for a period of thirty (30) days. Due to market volatility, final hardware and software costs shall be based on the market price at the time of order regardless of estimated price. Estimates for labor are approximate and subject to change.

2. Service Charges

Client shall pay us for services performed based on our current published rates, billed in 15 minute increments. The current charges for our services shall be at the rate of \$100.00 per hour during standard business hours (9am-5pm, Monday through Friday), \$125.00 per hour after hours (5pm-9am, Monday through Friday, all day Saturday and Sunday), and \$150.00 per hour during holidays. In addition to our hourly rate, service calls to a client's location may include additional charges. We may require an upfront consultation fee of \$50.00 for diagnostic service, but this fee shall be credited to the total invoiced amount in the event we are retained to provide additional services, in which case our hourly rate shall apply.

3. Taxes

Prices are exclusive of all federal, state, municipal, or other political subdivision, excise, sales, use, property, occupational or like taxes now in force or enacted in the future and are therefore subject to an increase equal to any such taxes we may be required to collect or pay upon the sale or delivery of any computer hardware or service purchased or licensed through us, except taxes based on our net income.

4. Parts and Other Expenses

Client shall pay us for all supplies, consumables and replacement parts installed during the performance of our services. The charges for such supplies, consumables and replacement parts shall be our list price at the time we supply them and shall be considered property of Avrem Technologies until paid in full.

5. Payment

The estimated cost of hardware and software is due up front. Additional hardware or software costs, as well as services, together with all applicable shipping and packing charges, fees, all other expenses and taxes shall be payable in full to us within thirty (30) days of the invoice date. For any payment not made by the date due, client shall pay a late fee of \$25.00. Late payments shall bear interest on the amount due, from the date due at the rate of 1.5% per month on any unpaid amount for each calendar month or fraction thereof that any payments are in arrears. Notwithstanding the foregoing, we reserve the right to require an additional deposit at the time you place an order with us. If any check delivered by you to us is returned for insufficient funds or is otherwise uncollectible, a service charge of \$30.00 shall be collected. This service charge is in addition to and not in lieu of any applicable late charge and interest.

6. Back-Ups and Data Loss

We take every precaution to safeguard your data. Data loss, however, can occur with any malfunction and it is your responsibility to keep back-ups of important data. We will not be responsible for any lost, damaged or corrupt data, regardless of cause.

7. Software Licensing

All software provided by us shall be subject to the terms and conditions of each software manufacturer's separate End User License Agreement ("EULA"). We shall not be responsible for project delays or other issues arising from any failure by you to provide us with proper third party installation media, serial numbers or license information. We will not install software without a valid license or serial number. If you are unable to provide us with a valid license or serial number, a new copy of the software must be purchased.

8. Client Information Form

Client shall be responsible for keeping current the information contained in the Client Information Form including, but not limited to contact and billing information. We will not be responsible for delays, fees or other matters arising from your responsibility to keep the Client Information Form current.

9. Confidential Information

We regard as highly confidential all information developed by or communicated to us in the course of or in connection with our services to you, and will not, without your prior written approval, make any oral or written disclosures of such confidential information, either during or after the performance of our services except as required by a Court of competent jurisdiction or local, state or federal law.

10. Sales Final

Client shall be solely responsible for the selection, use, efficiency and suitability of computer hardware and software. All sales of computer hardware and software are final and cannot be returned.

11. Limitation on Actions

Any cause of action arising out of or related to this Agreement must be brought no later than one year after the cause of action has occurred.

12. Limited Warranties and Disclaimers

EXCEPT AS EXPRESSLY STATED IN THIS SECTION, THERE ARE NO WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, ARISING BY STATUTE OR OTHERWISE IN LAW OR FROM A COURSE OF DEALING OR USAGE OF TRADE FOR ANY HARDWARE, PROGRAMS, OTHER PRODUCTS, SUPPORT, MAINTENANCE OR OTHER SERVICES OR GOODS FURNISHED HEREUNDER OR IN CONNECTION HERewith. WE AND OUR DIRECT AND INDIRECT SUPPLIERS DISCLAIM ALL IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, MERCHANTABILITY QUALITY OR FITNESS FOR ANY PURPOSE, PARTICULAR, SPECIFIC OR OTHERWISE. WE DO NOT WARRANT THAT THE HARDWARE, PROGRAMS, OTHER PRODUCTS OR OTHER GOODS FURNISHED HEREUNDER WILL MEET CLIENT'S REQUIREMENTS OR THAT THEIR OPERATION WILL BE UNINTERRUPTED OR ERROR-FREE.

Warranties made by the manufacturer of third party hardware are solely those of such manufacturer. We agree to assign to client any and all warranties made by any of them in respect of third party hardware which are assignable. Always keep a copy of your invoice as proof of warranty. Warranty applies to hardware only and is valid for one year from invoice date unless otherwise specified. Avrem Technologies provides no warranty for software or services.

We shall not be liable to the client for the limited warranties set forth above if the hardware: (1) is modified or repaired by someone other than us or is tampered with; (2) is subject to misuse, abuse, neglect, accident, wear and tear, mishandling, misapplication, incompatibility, poor performance or other causes unrelated to defects in the hardware; (3) is damaged by programs, data, viruses, or files, during shipments or transmissions; or (4) is not used in accordance with the accompanying documentation and use instructions.

For any breach of the warranty set forth in the paragraphs above, and at our sole discretion, client's sole and exclusive remedy shall be the replacement of the hardware in accordance with the manufacturer's terms and conditions, or if we are unable to perform the services as warranted, client shall be entitled to recover the fee paid to us for the non-conforming hardware.

13. Limitation of Liability

OUR DIRECT AND INDIRECT SUPPLIERS' AGGREGATE LIABILITY FOR DAMAGES FOR ANY CAUSE RELATED TO OR ARISING OUT OF THIS AGREEMENT, WHETHER IN CONTRACT, NEGLIGENCE OR TORT, WILL NOT EXCEED THE TOTAL FEES AND CHARGES PAID BY CLIENT TO US FOR THE RELEVANT GOODS OR SERVICES GIVING RISE TO THE LIABILITY. IN NO EVENT SHALL WE OR OUR DIRECT OR INDIRECT SUPPLIERS BE LIABLE FOR (A) ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY THEREOF INCLUDING BUT NOT LIMITED TO LOSS OF DATA OR INFORMATION OF ANY KIND, LOST PROFITS, LOST BUSINESS REVENUE OR FAILURE TO REALIZE EXPECTED SAVINGS AND REGARDLESS OF WHETHER ANY CLAIM FOR SUCH RECOVERY IS BASED ON THEORIES OF CONTRACT, NEGLIGENCE OR TORT (INCLUDING STRICT LIABILITY), OR (B) ANY CLAIM AGAINST CLIENT BY ANY OTHER PERSON. CLIENT HEREBY WAIVES, FOR ITSELF AND ITS SUCCESSORS AND ASSIGNS, ANY AND ALL CLAIMS FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Our aggregate liability and client's exclusive remedy for any defective third party hardware or third party software provided under this agreement is limited to the terms of the warranties provided by the respective manufacturer or publisher and assigned by us in accordance with this section.

14. Enforcement Expenses

Client agrees to pay all costs, fees and expenses including, but not limited to attorney fees and expenses, court costs and arbitration fees incurred by us in connection with the enforcement of this Agreement or collection of any amount owed to us under this Agreement.

15. Jurisdiction and Venue

The obligations of the parties hereto and the interpretation of this Agreement shall be governed by the laws of the State of Ohio, and venue for any claim or action, or any other matter, under or arising out of this Agreement shall be properly and exclusively in the state courts located in Mahoning County, Ohio.

16. Amendment, Modification

This Agreement is the exclusive agreement between the parties relating to the subject matter hereof and supersedes all prior understandings, writings, proposals, representations or communications, oral or written, of either party. This Agreement is subject to change, in our sole and absolute discretion, without notice.

[Revision 3.0 – July 2013]

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Billing Rates

Hourly rates are billed in 15 minute increments with no minimum. Invoices are Net 30 Days. Interest and late charges are applied to past due invoices. See Terms and Conditions for specific information.

Standard Rate	\$100.00 / Hour
(9am – 5pm, Monday – Friday)	

After Hours Rate	\$125.00 / Hour
(5pm – 9am, Monday – Friday. All Day Saturday and Sunday)	

Holiday Rate	\$150.00 / Hour
(New Year's, Easter, Independence Day, Labor Day, Thanksgiving, Christmas)	

Consultation Fee	\$50.00
(Missed appointments and Warranty/Service Calls where no work is performed.)	

Returned Check Fee.....	\$30.00
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Travel Rates

Distances calculated from Avrem Technologies, LLC, 316 West Federal Street, Youngstown. Portal to portal time may apply to drives beyond 40 miles or when specified to client.

Distances Within 25 Miles	\$25.00
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Distances Beyond 25 Miles	\$50.00
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Portal to Portal Time	\$100.00 / Hour
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Client Information Form

Contact: _____ Title: _____

Company/Organization Name: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Primary Phone: _____ Work _____ Home _____ Mobile _____

Secondary Phone: _____ Work _____ Home _____ Mobile _____

Email Address: _____ Web Address: _____

Preferred Contact Method: Phone Email

Preferred Billing Method: Mail Email No Preference

Tax Exemption Status: Not Exempt Exempt (an exemption certificate must be on file)

Authorized Contacts

Only the primary contact and those contacts listed below will be authorized to make decisions. You may also choose to allow any member of your organization to make decisions. It is important to understand that even in the event of an emergency; no work will be completed unless approved by an authorized contact. (Anyone not authorized to make decisions will still be able to request assistance, submit service tickets, etc.) Attach additional sheets if necessary.

Name _____ Phone/Ext./Email _____

Name _____ Phone/Ext./Email _____

Name _____ Phone/Ext./Email _____

Any member of my organization is authorized to make decisions.

I, the undersigned, hereby verify this information to be correct and understand that it is my responsibility to notify Avrem Technologies, LLC of any changes. Further, I acknowledge that I have received a copy of the Terms and Conditions (the "Agreement") of Avrem Technologies, LLC (also available at <http://www.avrem.com/policies>) and agree to accept and be bound by the Agreement in connection with any and all products purchased or services ordered from Avrem Technologies, LLC. I understand and agree that the Agreement shall be incorporated by this reference in all orders placed with Avrem Technologies, LLC.

Signature _____ Date _____