

Rose Business Solutions Services Terms & Conditions

Client Information

Rose Business Solutions does not sell Client information to any third-parties. Client information used to collect past due and/or unpaid accounts will be limited to contact information, mailing or physical address information, and amounts due and owed to Rose Business Solutions for services provided.

Copyrights & Trademarks

The client represents to Rose Business Solutions and unconditionally guarantees that any elements of text, graphics, photos, designs, trademarks, or other artwork furnished to Rose Business Solutions for inclusion in Web pages or other projects are owned by the client or that the client has permission from the rightful owner to use each of these elements, and will hold harmless, protect, and defend Rose Business Solutions and its agents from any claim or suit arising from the use of such elements furnished by the client.

Payment Terms

We strive to provide services to our clients in a timely manner and when needed by the client. The client's prompt payment for invoiced services is appreciated.

Minimum fee for services is per page, per hour, or quoted rate. Rates are subject to change without advance notice. Additional fees (postage, research, materials, copying, printing, mileage, Web site upgrade or enhancements, etc.) may apply depending upon the project and will be communicated to client before these fees are incurred.

Your payment is required at the time products and services are ordered by you from RBS. You may choose to pay for Web products through our on-line store at www.Shop-RBS.com; services provided by RBS are due directly to RBS. Fees for products and/or services may include but are not limited to hosting plans, domain names, SSL Certificates, email and calendar plans, on-line shopping carts, Webmaster services, on-site support services, etc.

Payment is accepted in the form of check or money order payable to Rose Business Solutions. If we agree to invoice you for fees due and payable you agree to remit the due amount upon presentation of an invoice for services provided by RBS or paid for by RBS on your behalf. If your payment is not received at our office on or before the due date stated on the invoice, a late fee of \$10.00 will be assessed to your account.

A \$30.00 returned check fee per returned check will be assessed to your account if your check is not honored by your bank for any reason.

Past due accounts will be subject to collection processing and/or small claims court action in Coffey County, Kansas.

If the past due account is for a newly created custom Web site, the Web site will be disabled on or after the thirtieth (30th) calendar day following issuance of the first invoice and will remain disabled until payment for the invoiced products and/or services has been received. In the case of Webmaster services, services will be immediately discontinued until the account is brought current.

Continuation of Webmaster services provided by RBS after reconciliation of your account will be at RBS's sole discretion.

Support Services Rates

Remote Webmaster services provided by RBS are billable at \$25.00 per hour, 1 hour minimum per request.

On-site Support is available, for clients within a 150 mile radius of Burlington, Kansas, at the following billable rates:

Client locations up to a 1 hour drive from Burlington, Kansas - \$25.00 per hour, 1 hour minimum. Travel time will be included.

Client locations more than a 1 hour drive from Burlington, Kansas - \$85.00 per hour, 1 hour minimum. Travel time will be included.

Remote and On-site Support rates are subject to change without notice.

Rose Business Solutions may provide on-site support services outside of a 150 mile radius of Burlington, Kansas, only at our sole discretion.

Clients on account will be invoiced monthly; invoices are issued the last Friday of each month. Clients not on account are expected to remit payment at time services are provided or upon presentation of an invoice for services provided.

Invoices may be mailed via U.S. Mail or to you or e-mailed to you at your email address on file as a PDF attachment. Invoices are due and payable upon receipt. The "due date" noted on the invoice is in consideration of time necessary for you to return your payment to our office by U.S. Mail. Your payment must reach us ON OR BEFORE that due date to avoid late fees.

Rose Business Solutions reserves the right, at its sole discretion, to discontinue or refuse to provide future services for any current client or refuse services for any potential client.

Cancellation of Services & Refunds

In the event Rose Business Solutions cancels client's services due to lack of activity, failure to pay for invoiced services, legal action, or because Client is using services in association with morally objectionable activities, as deemed solely by Rose Business Solutions, no refund of any paid monies will be returned to Client and Client agrees Client will not be entitled to a refund of any fees paid to Rose Business Solutions.

In the case that Client is not satisfied with provided services/completed work, Rose Business Solutions will work with Client to resolve issues at no additional cost to Client. No refund of any deposits or paid monies will be returned to client and Client agrees Client will not be entitled to a refund of any fees paid to Rose Business Solutions.

Right to Refuse Service

Rose Business Solutions reserves the right to refuse service to any client or potential client at any time for non-payment of services or poor payment history.

Rose Business Solutions reserves the right to terminate client's services if client is the subject of legal action or threatened legal action against Rose Business Solutions, without consideration for whether such legal action or threatened legal action is eventually determined to be with or without merit.

Rose Business Solutions reserves the right to refuse service for clients who are deemed, at the sole discretion of Rose Business Solutions, to engage in or promote morally objectionable activities including but not limited to: activities designed to defame, embarrass, harm, abuse, threaten, slander or harass third parties; activities prohibited by the laws of the United States; activities designed to encourage unlawful behavior by others; activities that are vulgar, obscene, invasive, or otherwise objectionable; activities designed to impersonate the identity of a third party or gain illegal access to other computers or networks; distribution of Internet viruses or similar destructive activities; and activities designed to harm or use unethically minors in any way.

Notice of Non-discrimination

Rose Business Solutions does not discriminate on the basis of race, sex, national origin, disability, religion, age, sexual orientation, or other non-merit reasons in providing services for clients.

Contact Us

If you have any questions about our policies or your invoice for services, please contact us.

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