



2411 Grand Avenue Suite B • Des Moines, IA 50312
Post Office Box 13477 • Des Moines, IA 50310-0477
515-274-0817 voice • ir-c@ir-c.com • www.ir-c.com

IRC Billing Policies:

We sincerely appreciate your business! We have these policies to better serve you and your company on an ongoing basis. Our target is to meet your firm's expectations and that all work is technically accurate and complete. If you have any questions regarding any items of concern, we would appreciate your concerns be brought forth in timely manner by calling, e-mailing, or by sending us U.S. mail us at the above address. We strive to provide quality service and products for your firm to facilitate your company's business needs.

Terms: All invoices are due on receipt unless otherwise stated - Please reference terms on all invoices. This means we expect payment within 5 days at our office or postbox. Remittances may be mailed to Post Office Box 13477; Des Moines, IA 50310-0477 or delivered to our offices at 2411 Grand Ave., Suite B, Des Moines, Iowa 50312 during regular business hours (8:30am - 4:30pm Monday through Friday, Central Time - excluding state and federal holidays).

Interest On Unpaid Past Due Balances is accrued at 18% APR and is subject to change without notice.

Non-Sufficient Fund Return Checks will be made due on immediate receipt from our bank on any NSF checks. There is a \$20 charge plus the total amount due in cash on all NSF checks – **NO EXCEPTIONS**.

If you have a problem with any line item on an invoice, please call our office as soon as possible at 515-274-0817 in order to get the issue resolved. Please refer to the IRC Invoice Number and Invoice Date. All work and items on invoices received are considered due upon receipt of invoice and complete unless otherwise stated or the portion therein for the work and items stated on the invoice. Please direct all concerns to Accounts Receivable or Service. We would prefer a telephone call during regular business hours at 515-274-0817 regarding all billing issues. If you wish to follow up with mailed copies or e-mail (bookkeeping@ir-c.com) regarding any issue, we would still prefer a telephone call to expedite your communication.

All Hardware / Software Sales Totaling Greater Than \$500 and accounts without established / accepted credit with our firm, unless otherwise stated, are **due with order**. Other conditions may apply.

Service Rates unless otherwise stated are \$120/hr. base rate with minimum billing at .5 hrs. Discounted base rates are available with prior purchase and payment for blocks of 10 hrs minimum. Rates are subject to change without notice. Prepaid blocks of time refunded are refunded at the rate of the block purchase. We bill from the time we arrive on-site to departure or during actual work time if remote, in-shop, or telephone. Additional conditions may apply. Mileage may be charged for travel locations beyond Metro Polk and Eastern Dallas counties. For more details, contact your IRC Sales or Service Representative.

All work after normal business hours (8:30am - 4:30pm Monday through Friday, Central Time - excluding state and federal holidays), is subject to x1.5 surcharge to base rates or contract rates excluding holidays. Holiday rates are calculated at x2 surcharge to base rates or contract rates. Our staff will advise you of holidays observed by Integrated Resources Corporation for requested service during holidays.

Emergency Response or Accelerated Schedules. If your situation requires emergency response to an issue where we need to leave the service of another customer or other situations to expedite an issue, our service rates are subject to x1.5 Emergency Response Surcharge over any base or contract rates. A similar charge may be subject for scheduled projects accelerated over previously agreed to schedules. Requested service intervention within less than 4 hours is considered an emergency response and will be billed accordingly. Standard Targeted Service Response Times are 4 hours from an incoming request.

THANK YOU FOR YOUR BUSINESS! We look forward to serving you and your company on an ongoing basis.

Sincerely,
Gary Hendricks, President
Integrated Resources Corporation
Fed. Tax ID#: 42-1488076 • Iowa Sales Tax #: 1-77-096422