



Tip: Fill out online @ [ColeInformatics.com/ClientInfo](http://ColeInformatics.com/ClientInfo)

### Client Information Sheet

(All Fields Required)

Business Name (Location):			Business Name (Billing):		
			Same		
Location Address			Billing Address		
			Same		
Location City	State	Zip	Billing City	State	Zip
			Same		
Location Contact Person			Billing Contact Person		
			Same		
Location Contact Email			Billing Contact Email		
			Same		
Location Contact Phone	Location Fax		Billing Contact Phone	Billing Fax	
			Same		
Company Website					

### Rates and General Terms of Service

**Service Rates**

- Support Services - \$125 per hour<sup>1,3</sup>**
- Onsite Support - One hour minimum<sup>2</sup>
- Remote Support - Fifteen minutes minimum<sup>1,2</sup>

1) Discounted rates are available to clients with service agreements  
 2) All services are billed in fifteen minute increments  
 3) Travel charges apply to all services delivered "onsite". Travel charges are calculated at 25% of the effective rate for any client and are typically applied only 1-way unless an emergency is declared.

**Service & Support Hours of Operation & Billing Schedule**

- Monday – Friday, 8:00 AM – 5:00 PM - Normal Rates (except holidays)
- After hours & weekends –Normal rates multiplied by 1.5
- Holidays: Normal Rates multiplied by 2 with a 2 hour minimum  
(see [www.coleinformatics.com/holidays](http://www.coleinformatics.com/holidays) for holidays included).

Services provided after hours or on holidays for the convenience of Cole Informatics will not be subject to the rate modifiers above.

**Billing Terms**

- All invoices are payable within 30 calendar days of the invoice date of each.
- Invoices are normally delivered via email. Postal "snail-mail" invoicing copies are subject to a \$10 processing fee per occurrence and will be added to the invoice being mailed.
- A finance charge equal to 18% annually (charged daily) will be applied to all accounts that are past due by more than 30 days.
- No services will be provided to any account with an outstanding balance.

**Equipment Purchase and Payment Options**

All equipment purchased is payable in advance including sales taxes, if any.

All customers within the State of Tennessee that are exempt from paying Tennessee Sales & Use Taxes must provide a valid State of Tennessee Certificate of Exemption. Tennessee Sales & Use taxes will be applied to any applicable sale until such valid certificate of exemption is received by and on file at Cole Informatics' office.

All fees, terms, payment options, and service hours are subject to change at the discretion of Cole Informatics, LLC.

**Independent Contractor**

It is understood that Cole Informatics, LLC is an independent contractor to the Client which is not subject to any federal, state, or local taxes or other fees for which the Client has any responsibility to withhold.

**No Responsibility For Damages or Data Loss**

The Client indemnifies and holds harmless Cole Informatics, LLC of any responsibility for any damages directly or indirectly related to failure of, or problems discovered within, any Client information system or for anything related to the loss of any use or merchantability thereof.

**Non-Disclosure & Confidentiality Agreement**

Cole Informatics understands that the Client's business information is confidential and proprietary and will not disclose any information about Client products, processes, or intellectual property to any unauthorized third party.

By signing below, the above Client agrees to the rates and terms specified above and understands that all invoices received from Cole Informatics, LLC will have been rendered according to these rates and terms for all requested products and/or services unless the invoice results from a specific quote or agreement which may alter the rates and/or terms.

X \_\_\_\_\_  
 Signed

\_\_\_\_\_  
 Printed Name, Title | Date

Please sign and fax this form to 731.968.9983 or email to [sales@coleinformatics.com](mailto:sales@coleinformatics.com)