



Professional Computing Solutions
SOLUTIONS FOR YOUR COMPUTING PUZZLES!

Billing

Typically we use a fixed-bid model when submitting estimates to potential clients, which helps to control project cost overruns. However, smaller projects may require us to bill hourly for productive time completed either at our location or yours. Discounts are available by contract, retainer or for Holland Area Chamber of Commerce members.

Terms

For customers committing to monthly maintenance agreements, retainers are due at the beginning of each month. All other terms are NET 30 days from the invoice date unless otherwise specified by contract. A finance charge of 1 ½% per month will be added to all past due accounts.

Cancellations

A minimum of twenty-four (24) hours is requested for appointment cancellations. If cancellation is made on the same day, a one-hour standard consulting fee will be billed.

Expenses

Reimbursement for all reasonable and customary expenses are expected. The client is responsible for airfare (business class), hotel, transportation, meals and parking fee(s). Car travel is billed at 0.36 cents per mile for travel outside a fifty-mile (50) radius of the main office. We do not add margin to our expenses. If we are able to purchase at a discount, we will pass the discount on to you.

Rates

Item	Standard Rate	Discount Rate
Consulting	\$125.00 per hour	\$100.00 per hour
Programming	\$80.00 per hour	\$55.00 per hour
Technical Support ¹	\$90.00 per hour	\$65.00 per hour
Data Recovery	\$50.00 per hour	NONE
Data Recovery ²	\$350.00 (flat fee)	\$325.00 (flat fee)

¹ Applications **not** developed by Professional Computing Solutions

² The first 1TB (terabyte) of data. A \$50.00 fee is charged per 1TB (terabyte) thereafter.