

IRON HILL AV Pricing Disclosure

General Billing Policies & Procedures - Effective February 1st 2025

PAYMENTS

Payment Methods: We currently accept most major Credit Cards, Bank Cards, and Checks in person as standard, other options may be available with your mobile device or digital wallet. E-Check/ACH payments are available via our web portal. Digital Wallet options & availability may change without notice. We do not accept cash payments.

Payment Terms: In general payment is due in-full upon request, at time of service, with the exception of clients who have payment terms. Payments must be made Payable to either 'Iron Hill AV' or 'HTAV PROS LLC' only. Any balance not paid by the due date will be subject to penalties. See our full Sales & Service agreement for complete payment / re-payment terms.

Late Payment & Late Fees: A late fee of 1.5% or \$5.00, whichever is greater, of the total amount due will be assessed to past due balances each month. See your invoice for re-payment net terms. If you have opted to leave a payment method on file in your account, we reserve the right to charge any and all past due balances to that payment method if we can not reach you regarding the balance due.

PRICING

Assessments & Estimation - Phone/Email basic consultations are free but limited in scope and time allotted. A one-time flat non-refundable fee will be due at time of scheduling for any in-person assessment as required to provide a system design and/or estimate. This fee will range from \$99 to \$599 based on the scope and breath of the project.

Design & Consultation Services - For Consulting, Pre-Sales Engineering, Drawing Preparation, etc we may charge as Flat-Rate (2.5% of the project total) or hourly, depending on scope of project. For any additional work on a current project such as Revisions, we bill at \$99 per hr (2 Hr Minimum). For any onsite visits required as part of this 'Consultation' work we will bill that time at our current Onsite Support Service rates, as noted below.

Remote 'Support' Services - For any general support we provide remotely an \$89 per hr (1 Hr Minimum) fee will apply.

Onsite 'Support' Services - For all other in-person support provided these fees will apply:

- \$99 (Minimum) includes arrival & first 15 minutes onsite
- \$120 per hour after the minimum

*Each additional technician is additional at \$60/hr/man

Installation, Integration, & Deployment Services: For any 'installation' type services the total service fee will be a custom calculated price, this is because the work we do is extremely varied and requires different specialties. Work for your project may fall into a 'pre-fix' fee for a given service, or it may be 'time & materials', but in many cases it will be a blend of both. Our quotes or invoices will reflect and detail the billing type(s) used, these may show as single line items or the labor may be bundled with the part or service as we see fit to offer it.

These types of services will also typically require deposits to be paid before work can commence or parts can be ordered. Refer to your Estimate or our associates for more info about deposits. See our full Sales & Service Agreement for all of our 'installation' terms. These prices are based on standard hourly rates and policies as outlined herein.

After-Hour / Holiday Pricing - All billable time that falls outside of our standard operating hours will be billed at 1.5x the current standard price as published herein.

* Hourly rates are billed based on the start-time of the service, billing stop-time is decided by the discretion of the lead technician. The minimum service time increment is 30 minutes and all times will be rounded up. After-Hours is defined as any day or time outside of our currently published standard operating 'office' hours as found on our website at ironhillav.com

OTHER TERMS

All Fees are for 'Labor' only and do not include any parts. All fees are non-refundable once service is started. Additional cancellation, other penalties or administrative fees may apply. Additional billing or repayment terms may apply. Our full Sales & Service Agreement terms apply to all Sales, Installation, & Services offered as stated above, this full agreement is available on our website found at ironhillav.com