



2009 LABOR RATES AND TERMS

- **Standard Hourly Rate:** \$125.00
- **Evening or Weekend On-Call Hourly Rate:** \$187.50
- **Holiday On-Call Hourly Rate:** \$250.00
- **Increments:** Labor is charged in increments of .25 hours, with a minimum charge of .25 hours.
- **Flat Rate:** Occasionally projects with known variables are proposed in advance at flat rate pricing. This takes into account standard hourly rates in combination with typical project implementation times and known site conditions. Please ask for more information.
- **Sales Tax:** Illinois Residents pay 7.75% sales tax on all Materials.
- **Travel and Expenses:** Travel hours are normally not billed, in lieu of travel miles which are billed at IRS Rate <http://www.irs.gov/newsroom/article/0,,id=200505,00.html>, currently **.55/mile** calculated round-trip. Expenses such as lodging, meals and tolls are billed at cost.

GUARANTEE:

Materials are guaranteed in accordance with the manufacturer's warranty for that specific product.

Important: The Microsoft Corporation does not warranty Microsoft Dynamics applications in which either client self-deployment, or deployment/configuration by other than a Microsoft Partner/VAR certified in that application, have occurred.

Workmanship to install and configure materials is warranted for a period of one (1) year after the date of service with regard to proper installation procedures and techniques. This guarantee does not extend to damage resulting from disaster, war or other conflict, misuse, abuse or vandalism.

It is the responsibility of client to notify Garden Opus/Opus Empowered! in the event of a defect, or suspicion of a defect, and to take the appropriate Garden Opus/Opus Empowered! recommended precautions until defect is rectified.

This guarantee is null and void in the event the purchaser fails to make payment within the agreed-upon terms.

In no case shall Garden Opus/Opus Empowered! be held liable for value greater than that of the invoiced work.

PAYMENT:

Materials include hardware, software, and consumables (such as specialty label stock, specialty data storage media, etc.). Materials charges including applicable sales taxes are NET, payable in advance. As part of a full proposal, acceptance, purchaser shall make a down payment for the Materials portion of the total contract before work is started.

Labor and Expenses: Purchaser shall make payment in full for all labor and expenses NET-30, 5%-15.

If purchaser fails to make payment within this period, any guarantee or warranty may become null and void and purchaser shall pay interest on the balance due and owing at the rate of one and one half percent (1 1/2%) per month, an annual rate of eighteen percent (18%). Purchaser agrees to pay any expenses incurred Garden Opus/Opus Empowered! in collecting amounts due, including court costs, attorney's fees and any other costs of collection.

PAYMENT OPTIONS:

Garden Opus/Opus Empowered! Accepts: Check, MasterCard, Visa, American Express and Discover. For labor invoices only, please take an additional 5% if paid via credit card within terms.



Remittance Address: PO Box 6059, Villa Park, IL 60181. Remittance Phone: 630-484-4730.