



Erado Customer Billing Policies Overview

Billing and Payment Options

Customers who's aggregate yearly billing for all services is less than \$6,000 USD are automatically enrolled in Erado's annual credit card billing program*.

Customers who's aggregate yearly billing for all services is between \$6,000 and \$18,000.00 USD are automatically enrolled in Erado's credit card billing program but have the option of either monthly credit card or annual credit card billing*.

Customers who's aggregate yearly billing exceeds \$18,000.00 USD have the option of either monthly or yearly invoicing and check or credit card payment*.

* All social media related services are billed annually and subject to the thresholds listed above.

Past Due Account Policy

Erado has a two step past due account policy.

- **At 30 days past due accounts are moved into "Billing Hold" status which automatically disables the ability to use Erado services.**
- **At 45 days past due accounts are moved to "Disconnect" status.**

An account reinstatement fee of \$150.00 in addition to full payment of all outstanding balances, and prepayment of ALL services through the end of the agreement period will be required to reinstate services.

- **At 60 days past due accounts are Terminated and sent to an outside collection agency. All stored data is permanently deleted.**

Credit Card Charge Back Policy

Charge backs of credit card charges for active accounts will incur a \$75.00 processing fee. Disputed billing is subject to the requirements of section 5.3.A of the current Terms & Conditions.

Credit Card Updates

It is the customers responsibility to provide updated Credit Card information to Erado.

This can be done by calling billing at 866-67ERADO, or by sending a billing update form available at:

https://support.erado.com/pdf/Customer_Billing_Information_Update_Form.pdf



Miscellaneous Billing Charges

There will be processing fees associated with the following services:

- Paper Billing..... \$7.50 per invoice
- Social Media Updates..... \$25 per occurrence
- Change Credit Card, requiring credit back to card charge to new card \$10 one time fee
- Credit Card Chargebacks..... \$75 one time fee
- Reinstatement of Suspended services..... \$150 one time fee

ERADO Cancellation Policy

Customers can cancel their contracts at any time, however, there are no refunds for early terminations. Additionally, signed cancellation letters must be received via email to billing@erado.com or faxed to: 425-277-8273 45-90 days **PRIOR** to the contract renewal date to avoid automatic renewal and charges for the next billing cycle. Cancellations received later than 45 days prior to renewal are subject to section 13.3 of the current Terms & Conditions.

Billing Items Covered in current Terms & Conditions available at: <http://www.erado.com/toc/>

- Cancellations Section 2, 13.2, 13.3
- Change orders Section 13.3.B
- Disputed Charges Section 5.3
- Payment Terms Section 5.1
- Rates Section 4
- Rate Increases Section 4.2
- Refunds Section 13.3
- Service/License Additions Section 14
- Suspension of Services Section 7.A