

HOLLAND COMPUTER SOLUTIONS DISCLOSURE

DISCLAIMER

- Holland Computer Solutions reserves the right to refuse to do business with anyone.
- Holland Computer Solutions is not responsible for loss of data as a direct or indirect result of sales and or services rendered by Holland Computer Solutions, our employees, or anyone associated with Holland Computer Solutions.
- Holland Computer Solutions reserves the right to take ownership of any equipment or related items left unclaimed for 60 days. After 30 days, the client will incur an "Administrative Fee" for every whole month that the equipment or related items are left unclaimed, in addition to any charges already due. After 60 days, at the sole discretion of Holland Computer Solutions any unclaimed equipment or related items may be sold, recycled, or disposed of in a manner that benefits Holland Computer Solutions.
Within this section "ownership" shall mean the legal right to do as Holland Computer Solutions sees fit with equipment or related items; also within this section "unclaimed" shall mean a client's failure to retake possession of equipment or related items.
- Any equipment or related items not claimed after any associated sales and or services are rendered will incur additional charges after 2 days. In 60 days the equipment or related items are subject to be taken ownership of by Holland Computer Solutions.

TERMS

- Anyone doing business with Holland Computer Solutions assumes full responsibility for all costs associated with those business activities. Holland Computer Solutions may require a 50% to 75% down payment where equipment or related items are involved, or in cases where a project is all labor. All work on "smart devices" require 100% advance payment. Most services require a charge of some sort and it is the client's responsibility to stay informed of what the charges or potential charges may be.
- Unless agreed upon in writing before any sales and or services are rendered, all payments are due when sales and or services are rendered.
- Under special circumstances Holland Computer Solutions may send a bill to client and not request payment when a sale and or service is rendered. In these cases, all bills are "NET DUE" and require full and immediate payment upon receipt. Absence of a bill however should not be considered by any client as their having a zero balance.
- **BILLING RIGHTS SUMMARY:** If you think your bill is incorrect or if you need more information about a bill, write us on a separate sheet of paper at:
Holland Computer Solutions
2814 B Stadium Drive
Phenix City, AL 36867
We must hear from you no later than 30 days after we sent you the bill upon which the issue appeared. In your letter, give us the following information:
Your name and the name on the bill, the dollar amount in question, and describe the issue in as much detail as possible.
- **CREDITING OF PAYMENTS:** Payments will be credited as of the date postmarked if mailed, or the date received if paid in person. Acceptable methods of payment are cash, checks and credit cards. Only checks from local banks and having a local client street address will be accepted. We do not accept checks drawn on non-US banks or post dated checks. Please do not mail cash. Payments by credit card will incur a 3% credit card convenience fee. All payments must be in US dollars. **MAKE CHECKS PAYABLE TO HOLLAND COMPUTER SOLUTIONS.**
- **DEFAULT OF TERMS:** In the event that an issue arises regarding the collection of an amount due by a client, the following course of action will be taken:
 - For bad checks, formal collection procedures or legal action is subject to begin immediately.
 - For all other situations, formal collection procedures or legal action is subject to begin against any client with any amounts over 30 days past due. Past due will be defined as any amount not paid when the associated sale and or service was rendered. This does not apply to unclaimed equipment or related items, or bad checks.

WARRANTIES

- Unless stated in writing by a member of management, all warranties are as follows:
 - THE WARRANTY FOR NEW SYSTEMS IS 1 YEAR. ALL OTHER ITEMS SOLD NEW IS 30 DAYS. This does not include refunds or returns.
 - ALL USED ITEMS ARE SOLD "AS IS" AND DO NOT COME WITH A WARRANTY.
 - DONATED OR FREE ITEMS OR SERVICES DO NOT COME WITH A WARRANTY.
 - THE WARRANTY FOR SERVICES IS 30 DAYS. This does not include refunds.
- Warranties begin on the earliest day of either: (1) The day of Holland Computer Solutions' first attempt to contact a client so the related equipment or items related to a sale and or service rendered can be reclaimed; or (2) The day the sale and or service is rendered if the client is present.
- Warranties do not cover acts of GOD, adware, electrical surges, failure to provide a suitable working environment, neglect, tampering with work done by Holland Computer Solutions, malware, viruses. Warranties are only valid where the related sales and or services are rendered. (i.e. "In Shop" or "On Site".)
- **REFUNDS AND RETURNS:** No refunds or returns on items sold but not installed by Holland Computer Solutions. No refunds or returns on special orders. Sales are only returnable within the first 14 days. A restocking fee of 25% will be subtracted from the return refund amount. An RMA number must be obtained before a return will be accepted. All returns must be in original packaging. No refunds on labor, opened software, service charges and fees, or items sold used or as is. If the item was installed by Holland Computer Solutions it cannot be removed by the client. It must be removed by Holland Computer Solutions

CHANGES TO DISCLOSURE OR PRICING

- This disclosure is subject to change without notice.
- Service charges and fees are subject to change without notice.

For more information contact:
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334-480-0135
mholland@mheinc.net
www.hollandcomputersolutions.net