



## Terms and Conditions

This Document specifies the terms and conditions under which any company or individual (CLIENT) who purchases or agrees in writing to purchase services and/or products from Cornerstone Information Systems, Inc. (CIS) will be contractually bound and the way that CIS agrees to provide services and products to CLIENT. By requesting services or products from CIS, paying for products or services from CIS or a CIS contractor, or agreeing to purchase services and/or products from CIS, or signing a copy of this AGREEMENT, CLIENT agrees to be bound by this AGREEMENT. CIS may change these terms without notice to CLIENT. If these terms change, the CLIENT automatically agrees to the new AGREEMENT by requesting services or products from CIS, paying for products or services from CIS or a CIS contractor, or agreeing to purchase services and/or products from CIS at any time after the new AGREEMENT has been posted to the CIS website. These terms prevail over any terms put out by CLIENT, unless CIS agrees in writing. No employee, agent or contractor of CIS may vary or add to these terms without the prior written authority of one of CIS's Chief Officers.

**1. SERVICES.** CIS will provide networking services, hardware or software support, training, software development, website development, and other Technology Consulting services as requested by CLIENT, and will use its best efforts to comply with estimated charges, meet scheduling dates and accomplish specified results.

**2. WORK REQUEST AUTHORIZATION.** CLIENT instructs CIS to accept work requests from anyone employed as a part-time or full-time employee of the CLIENT unless a written request has been submitted from the CLIENT to CIS requesting that only specific users are allowed to contact CIS for assistance and the request has been acknowledged by CIS.

**3. CLIENT ASSISTANCE.** CLIENT is expected to provide reasonable working space, materials, services, assistance, and personnel to assist CIS in achieving desired results.

**4. OPERATIONS.** CLIENT is exclusively responsible for the daily operation of its computer and software systems, including regular backups of data files and software. CIS will not be liable for any loss of data or time as a result of inadequate, out-of-date, or failed backups. Unless designated in writing, CIS is not responsible for processing CLIENT data or for performing any other day-to-day maintenance activities that are normally the responsibility of the CLIENT.

**5. WORK PRODUCTS.** CLIENT may use, copy, or modify any resulting custom software, websites, graphics, or other work products with no further obligation to CIS. CLIENT may *not* sell or otherwise distribute CIS developed work products to individuals or companies outside its corporate structure without written permission from CIS as these work products may contain proprietary techniques and subcomponents.

800 S. Main Street, Hopkinsville, KY 42240

Hopkinsville · 270.885.9011  
Bowling Green · 270.495.4087

Clarksville · 931.551.4440  
Paducah · 270.554.8783

Madisonville · 270.825.4281  
Toll Free · 800.264.9011  
Revision Date: 1/1/11

**6. CONFIDENTIAL INFORMATION.** CIS and CLIENT agree not to disclose any confidential information acquired about the other party as a result of this working relationship unless authorized. Any unauthorized disclosure should be made known immediately to the other party and all reasonable efforts made to prevent any recurrence.

**7. PERSONNEL.** It is understood that CLIENT will not recruit or discuss employment with CIS employees for the duration of this agreement and for a one year period thereafter. CLIENT also agrees not to solicit services directly from CIS employees or subcontractors for the same period.

**8. CHARGES AND TERMS.** Unless detailed in a separate agreement, Client is expected to pay a published hourly rate for all hours, or portions thereof worked by CIS personnel, plus expenses incurred by CIS. CLIENT agrees to pay for CIS services in 15 minute increments with a 1 hour minimum for work performed on-site. Chargeable time may include travel to and from Client's location as described below. Rates are subject to change upon publication of a new rate schedule by CIS (usually in January of each year).

**Payment terms for labor** - unless otherwise indicated are: **2% 10 days, Net 20**

**Payment terms for hardware** – unless otherwise indicated are: **Net 10 days**

CLIENT is expected to make full payment before the specified “Net” due date.

Overdue balances may be subject to a 2% finance charge

**Travel Time & Mileage Expense** - For planned and scheduled work appointments, CLIENT will not be charged for travel time or mileage within the city limits of the supporting CIS office. Otherwise, travel to and from a CLIENT location or other travel on behalf of CLIENT will be billed at two-thirds normal billing rate. Automobile mileage expenses are billed at the current IRS mileage rate rounded up to the nearest penny.

**Other Expenses** - When work requirements necessitate an overnight stay in a motel, actual costs will be billed to CLIENT, including evening, lunch, and morning meals. Material expenses such as backup media and mailing costs may also be billed to the CLIENT. Normal office supplies such as pencils, paper, and notepads will not be billed.

#### **Weekend Overtime and After-hours Policy**

The following premium will be added to CIS standard rates for

Holiday, Weekend, or After-hours work requested by CLIENT.

Scheduled After-hours or Weekend work	50% premium
Unscheduled/Emergency work	100% premium

Any work done before 8:00 am or after 6:00 pm Central Time Monday – Friday or anytime on Saturday or Sunday will be considered “after hours”.

Any work performed on or scheduled to be done on “holidays” defined as New Year’s Day, Memorial Day, The Fourth of July, Labor Day, Thanksgiving Day, or Christmas Day will be considered Emergency work.

Client will not be charged a premium if the work is done after-hours or weekends for Cornerstone’s convenience.

**9. TAXES.** CLIENT is expected to pay any taxes that may accrue as a result of services rendered by CIS.

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**10. Quotes.** CLIENT agrees that all quotes, agreements, rate sheets, and proposals provided to CLIENT by CIS or a CIS representative are CIS intellectual property and confidential and shall not be disclosed in any form or partial form to anyone who is not a full or part-time employee of the CLIENT without written permission from CIS. If a proposal or quote provided to CLIENT from CIS is disclosed without written approval from CIS, CLIENT agrees to pay CIS for all time and materials used to generate the proposal at CIS's published rates.

**11. PURCHASES.** All equipment/software/products and data contained by said equipment/software/products remain CIS property until CLIENT pays CIS the value for the equipment/software/products and all other monies outstanding to CIS on CLIENT account in full. Until that time, CLIENT is to hold CIS equipment/software/products for CIS as owner and if, CIS require it, CLIENT is to store those goods in a way that they can be identified as CIS goods. All risks associated with the equipment/software/products passes from CIS to CLIENT on delivery. In addition, if payment is overdue CIS may cancel or suspend delivery of other equipment/software/products, services or training yet to be delivered to CLIENT (including withdrawal of unpaid equipment/software/products onsite and software usage rights) and may cancel in writing and not be held accountable for the remainder any outstanding agreements/contracts to CLIENT. CLIENT may not deduct from the price any set off, counterclaim or other sum unless CIS agrees in writing.

**12. SERVICE WARRANTIES.** Under this general agreement, CIS is providing "best effort" services to CLIENT in return for hourly fees. Unless negotiated and stated in separate and specific contract or proposal, CIS does not make any warranty, expressed or implied, that the performance of requested services will produce the result intended by CLIENT. In no event shall CIS be responsible for any indirect or consequential damages or losses in connection with services requested by CLIENT or inability to use CLIENT information systems. CIS liability for negligent acts of harm shall be limited to direct costs or damage associated with a given project and shall not exceed amounts paid to CIS by CLIENT for that particular project.

**13. MANUFACTURER WARRANTIES.** If CLIENT chooses to purchase hardware or packaged software products from CIS which are manufactured by other vendor companies (such as Dell or Microsoft), any warranty promises included with the purchased products and/or extended warranties purchased with the product shall be from the manufacturer of the product to the CLIENT which is the "end user" of the product. CLIENT may contact the manufacturer under its warranty provisions for problem resolutions for the period of the warranty. However CLIENT should understand that if it contacts CIS to assist with warranty issues, then CIS labor to troubleshoot the problem or contact the manufacturer on behalf of CLIENT will be chargeable to CLIENT at normal hourly rates.

**14. TERMINATION.** This AGREEMENT shall remain in effect until terminated by:

- (a) Agreement between the parties, or
- (b) CIS with 30 days written notice to CLIENT, with reasons for termination, or
- (c) Automatic termination 1 year after CLIENT's last request for service or products from CIS or
- (d) Automatic termination 1 year after CLIENT's last payment for products or services from CIS.

**15. GENERAL PROVISIONS.** The parties shall meet and remedy any provision of this AGREEMENT that may be found invalid. The remainder of the AGREEMENT shall not be affected thereby. This AGREEMENT may not be assigned or transferred by either party without the other's consent. The laws of Kentucky shall govern.

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