



## PAYMENT AND FEES

### Terms and Conditions

#### 1. PAYMENT TERMS

All invoices are due upon receipt.

#### 2. PROFESSIONAL SERVICE FEES

- a) Tax Services: Recurring Tax Services are generally billed at fix rates as the the level of effort and complexity can be reasonably quantified (e.g., income tax preparation, payroll tax filings, sales tax filings). Tax Services that cannot be reasonably quantified (e.g., audit support, tax planning) are billed at our Consulting Services rate, unless otherwise agreed in writing.
- b) Bookkeeping Services: Bookkeeping Services are billed as a monthly subscription at flat rates based on the level of effort required to complete the scope of work. Ad-Hoc Bookkeeping Services are billed at our Consulting Services rate, unless otherwise agreed in writing.
- c) QuickBooks Online (QBO Services): Refer to our **QuickBooks Online (QBO) Services** Terms and Conditions for details.
- d) Business Services: Business Services are generally billed at fix rates as the level of effort and complexity can be reasonably quantified (e.g., business filings). Business Services that cannot be reasonably quantified (e.g., writing a business plan, general consultation) are billed at our Consulting Services rate, unless otherwise agreed in writing.
- e) Consulting Services: In lieu of a specific fee schedule, all professional fees will be billed based on time incurred at a rate of \$125 per half-hour (30-minutes). Our rates are subject to review and possibly upward adjustments in January of each year.

#### 3. PAYMENT METHODS

Rockland Pros offers the following payment methods, subject to change at the sole discretion of the Firm...

- Cash
- Check: Checks should be made payable to “Rockland Professional Services, LLC” or “Rockland Pros” – both are accepted by our bank.
- E-Check: We can receive an electronic check (or “e-check”) through an Automated Clearing House (ACH) deposit in one of two ways.
  - Online – Rockland Pros can send you an e-mail through our accounting system, which will contain a link to a secure payment website where you can enter your bank account information (i.e., routing number and account number).
  - Authorization Form – Rockland Pros can provide you with an authorization form, which you can use to enter your bank information (i.e., routing number and account number), together with your signature, authorizing withdrawal of your payment.
- Chase QuickPay/Zelle: Send payments to “brian.campbell@rocklandpros.com”.
- Venmo: Send payments to “brian.campbell@rocklandpros.com”.

*Note: Rockland Pros only accepts credit cards for QuickBooks Online (QBO) subscriptions to secure automated monthly payments. Exceptions may be made on a case by case basis provided that Client agrees to pay a credit card processing fee.*

#### **4. OTHER FEES**

- a) Surcharges: As an Accounting and Consulting firm, we do not offer personal loans, business loans, lines of credit, payment plans or any other payment deferment options. In the event that you are unable to make a full payment upon the preparation of your income tax returns, surcharges will be imposed in accordance with the schedule below.
- b) Appointment Changes: In order to keep the professional fees associated with our services to a minimum, we strive to be as efficient as possible with our limited time. Once an appointment has been scheduled, we reserve that day and time on our calendar for you. Therefore, changes made within 48 hours of a scheduled appointment (e.g., cancellations, reschedules) will be subject to surcharge of sixty-five dollars (\$65).
- c) Late Fees: Full payment is due upon receipt of our invoices. A late fee of fifty dollars (\$50) will be imposed every invoice cycle that your invoice remains outstanding as an administrative fee.
- d) Interest Charges: Should an invoice remain unpaid for more than thirty (30) days, interest shall be charged at a rate equal to the lower of five percent (5%) per month or the highest rate permitted by applicable law.
- e) Insufficient Payments: Bank charges and/or other fees incurred by Rockland Pros resulting from insufficient payment will be charged back to you. Insufficient payments do not qualify as a full payment. Therefore, outstanding invoices due to insufficient payments may also result in a late fee of fifty dollars (\$50).