



P O Box 32  
Effingham, NH 03882

picturesque  
[info@picturesqueweb.com](mailto:info@picturesqueweb.com)  
603-539-9090

## BILLING INFORMATION/POLICIES

These policies are provided to improve our relationship and help you in your business dealings with Picturesque. We welcome questions regarding these policies and wish to assure you that they exist to make certain that we remain in business serving you for many years to come.

### Updating Your Account Information

You will need to inform Picturesque of any changes to your customer information; this includes addresses, phone numbers, contact names, email addresses, and change of business ownership. You may be asked to mail/fax signatures from the parties gaining control of your account when changing any of this information. Notices sent by Picturesque are done so via email or postal mail and updated account information is essential to communication with you the customer. We are not responsible if you have not received any communication that was made with an email address or postal address that has not been updated.

### If You Pay by Personal or Company Check

When making payment, please include your customer domain name and invoice number on your payment to assure that you receive credit properly.

You may mail payments to:

Picturesque  
P O Box 32  
Effingham, NH 03882

Mail sent to our physical address may be marked as undeliverable by the post office. Please only use the address above for USPS mail.

### Billing Cycle

Picturesque offers a monthly, quarterly or annual billing cycle to all customers for all search engine related, hosting server rental, e-commerce site rental, or other subscription services. Billing may be at other intervals at the customers request and our discretion. Invoices may be paid online at our web site. If you have billing questions, email us at [info@picturesqueweb.com](mailto:info@picturesqueweb.com) or call 603-539-9090. Please include the invoice number in all accounting related correspondence and communications.

## Collection Procedures

In order for us to provide high quality and reliable services, we must maintain solvency. Managing our accounts receivable is an integral part of doing business successfully. If your account becomes overdue (14 days after the closing date on the invoice) the following will occur:

You will receive a reminder via email that we have not received your payment. If payment is not received within 15 days of your past due date your service will be interrupted and/or web site disabled (or changes undone). If we are suspicious of an account, we do reserve the right to undo changes the date the invoice is overdue.

If your account becomes more than 60 days past due, your data and files created/edited by Picturesque will be removed from the servers and your account will be referred to our collection and legal services.

If you fail to pay for services rendered, we will report the delinquency to credit bureau(s) which will impact your credit rating.

If we pursue a legal remedy and obtain a judgment against you, we will seek to enforce that judgment.

If you pay and we receive a notice of returned payment for any reason to include insufficient funds and/or fraud, we will charge you a minimum service fee of \$35. We will also charge you all associated costs to include attorney and collection fees.

## Reactivation Fee

In the event that your account is deactivated due to nonpayment, your payment must include the minimum \$35.00 reactivation fee per domain name for your account(s) to be reactivated (this applies to subscription services only). Expired licenses may have to be repurchased (e.g. Miva stores). You may send us a money order via your choice of overnight courier or pay online. Future requests for services may require 100% prepayment and/or an escrow account established.

## Finance Charges

Invoices are aged from the date of the invoice. Finance charges will be assessed to all accounts with invoices past due. The finance charge amount is calculated for each invoice or previous finance charge entry by the number of days past due, times the daily finance charge rate (.18 divided by 365). If the calculated finance charge amount is less than the minimum finance charge of \$.50, the minimum amount will be used instead of the calculated amount.

## Cancellation Procedures

In order to protect you, Picturesque requires a signed document requesting cancellation of subscription services. We apologize for any inconvenience, but experience has demonstrated that this is a necessary precaution to prevent erroneous deletion of data or malicious activity conducted against data.

To cancel a service, please mail us a letter requesting to terminate your account, including your domain name, the effective date and your signature. We will contact you immediately to verify. The cancellation request is only complete and will be acted upon by Picturesque once Picturesque receives the mailed request with your signature. Upon receipt, Picturesque will cancel your account effective the end of your current billing cycle and notify you of any outstanding balance. Monthly balances will be calculated in accordance with the collection procedures above. Refunds are at the sole discretion of Picturesque. Refunds are typically considered when services requested have not yet been completed, prepayments to other parties have not been made, and time for the project has not been reserved. Deposits, license fees and third party service fees are not refunded by Picturesque. Third parties may have refund policies that entitle you to a refund from that third party. Picturesque will provide you with details to help secure such third party refunds.

### Release of Information

Upon prompt payment of your final balance due, Picturesque will release all information and source code related to your project. Third party source code is subject to third party rules. Unless another agreement has been made, all custom source code you have paid for will be released to you. Picturesque does reserve the right to re-use custom code in other projects unless otherwise agreed. If collection of final balance requires collections or legal action, release of information will result in additional charges that we will determine after final payment is received.

We look forward to a mutually beneficial business relationship. Please contact us at 603-539-9090 with any questions you may have regarding this information.