

TERMS AND CONDITIONS

We want to ensure that your business has the best experience possible when creating and using your Neptune station. If you have any questions concerning the following Terms and Conditions, please contact your Product Manager.

- ▶ **Agreement:** One year service period. Payment for full year due in advance. Renewal notices sent out a minimum of 120 days in advance of due date with opportunities to save up to 10% for early renewal.
- ▶ **Cancellations:** We believe you will love your *Neptune* station, but should you need to cancel in the middle of your service period, we will refund your annual service fee prorated for time of use. The initial setup fee is **non-refundable** once work has begun. All *Neptune* hardware must be returned.
- ▶ **Late Payment Policy:** Account is considered delinquent if not paid within 30 days after the due date. If your account is delinquent, service will be suspended. 60 days after the due date, a 2.5% reconnection fee will be applied to the account. 90 days after the due date, a 5% reconnection fee will be applied to the account. All past due charges and applicable reconnection fees must be paid in full prior to service restoration.
- ▶ **Equipment:** For each laptop provided by Neptune, there is a one-time usage fee of \$375 (applied in year one only). If using a *Neptune*-provided laptop: **100% equipment warranty under normal conditions for life of agreement.** If equipment fails we have a new laptop delivered to you within three (3) business days. If providing your own laptop, the recommended specifications are Windows 7 OS or later, 100GB minimum hard drive free space, 4GB memory, and a high-quality sound card.
- ▶ **Commercial Production:** Commercial copy-writing / production for your sponsors will include one free commercial production per calendar year per sponsor.
- ▶ *Neptune* retains a specified percentage of the advertising inventory based on the pricing level purchased, and reserves the right to sell or use this inventory subject to the guidelines outlined in the proposal.
- ▶ These Terms and Conditions are valid as of May 2018 and are subject to change. You will be informed if any updates are made to said Terms and Conditions. Payment of your invoice and/or continued use of service constitutes acceptance of these Terms and Conditions.