

# Ovation Data Services, Inc.

## Basic Terms and Conditions

### **PAYMENT:**

Payment for Services and/or Products is due upon Completion of that requested Job. Accepted forms of Payment are: MasterCard, Visa, American Express, or Wire Transfer. Any Additional methods of payment MUST be Pre-Approved prior to the Request. Some Services or Products may require advance payment.

### **TURN-AROUND:**

Ovation's average standard turn-around time for completion of Services is approximately 3-4 Business Days on most standard Jobs. Some Jobs may take longer, but many can be completed within 1-2 days depending upon system time and request type.

### **RUSH FEES:**

Rush Fees will be assessed on ALL Services based upon the following schedule (Excluding Weekends and Holidays) ALL Job Requests are quoted as Standard Turn-Around Pricing, unless quoted as RUSH.

100% for "PRIORITY" Jobs Requested within 24 Hours

50% for "RUSH" Jobs Requested within 24 to 48 Hours

### **ADDITIONAL FEES:**

Additional fees for any Applicable: Taxes, Duties, Customs, Shipping, Delivery, Handling, Packaging Fees will be assessed.

Additional Services will be charged at current Ovation Standard Pricing.

### **OUTPUT MEDIA:**

The cost of the Output Media is not normally included in the Quoted Service Rates. Standard Output Media fee will be assessed unless otherwise quoted.

The Integrity of any and all Output Media Supplied by the CLIENT is done so at Client's Risk. The Client WILL be assessed an additional service fees for any "Problem" media that they supply. NO Warranty for Service or Products will be passed on if client provides their own output media. A fee for handling and labeling the output media will assessed at a minimum of \$2.00 or 10% of Ovation's List Price for that type of media per Client supplied output media.

### **WARRANTY:**

Due to the nature of information, Ovation can NOT Warranty the Quality or Integrity of the information provided to us.

However, We do WARRANTY the information ON the Media is Immediately Readable, Providing that Ovation supplied the Output Media AND assuming that the Client has property handled and taken care of the output media and their media devices.

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Ovation Data Services, Inc., 9101 Jameel Road, #180, Houston, Texas 77040-6015 USA  
Telephone: +1 (713) 464.1300 Facsimile: +1 (713) 464.1615 E-Mail: [info@ovationdata.com](mailto:info@ovationdata.com)

