

Terms and Conditions:



Services will start when the engagement agreement is signed.

A signed ACH or Credit Card authorization form is required.

Minimum 6 months engagement agreement. Contract auto-renews every 6 months, according to plan. If you would like to cancel the auto-renewal, let us know 60 days before the end of the packages. There are no cancellations and full payment will be charged for the agreed-upon term.

The Business Foundation plan can be upgraded to the Growing plan or to the Scaling plan.

Standard response time is up to 72 hours. STC Consulting's business hours are Mon-Fri from 9:00 am to 5:00 pm CST. Hours may be impacted by federal holidays.

Invoices will be issued in advance, once a month.

Additional support is available as needed and billed separately. Invoices are due upon receipt.

Hourly rate \$ 300.00.

An additional \$ 35.00 fee (due immediately) will be added to the invoice if payment is returned due to Non-Sufficient Funds (NSF) on (ACH) payments.

Cancellation & re-scheduling:

Your monthly appointments are very important to the success of our partnership and are reserved especially for you. While we understand that sometimes adjustments are necessary due to unforeseen circumstances, for us to provide all our clients the best service, we ask you to please keep the following in mind when it comes to our monthly meetings for the duration of your term:

All meetings are pre-scheduled at the beginning of the contract.

We will wait for up to 10 minutes for clients to join the meeting before considering them a no-show and ending the meeting.

We request at least 48 hours' notice for cancellations or rescheduling of appointments. We will do our best to reschedule for the same month but can not guarantee it.

Unused monthly meeting time will not be reimbursed.

Automobile Mileage: Meetings located over 20 miles of zip code 77005 will have an additional charge based on the Federally approved standard mileage rate (\$0.67 per mile for 2024).

Travel times will be charged extra, depending on the destination.

Additional hours are available as needed, at an additional charge.