

M HOLLAND ENTERPRISES, INC. DBA SHEPPARD COMPUTER SOLUTIONS
DISCLOSURE

DISCLAIMER

- M Holland Enterprises, Inc. dba Sheppard Computer Solutions reserves the right to refuse to do business with anyone.
- M Holland Enterprises, Inc. dba Sheppard Computer Solutions is not responsible for loss of data as a direct or indirect result of sales &/or services rendered by M Holland Enterprises, Inc. dba Sheppard Computer Solutions, our employees, or anyone associated with M Holland Enterprises, Inc. dba Sheppard Computer Solutions.
- M Holland Enterprises, Inc. dba Sheppard Computer Solutions reserves the right to take ownership of any equipment or related items left unclaimed for 60 calendar days. After 30 calendar days, the client will incur an "Administrative Fee" for every whole calendar month that the equipment or related items are left unclaimed, in addition to any charges already due. After 60 days, at the sole discretion of M Holland Enterprises, Inc. dba Sheppard Computer Solutions any unclaimed equipment or related items may be sold, recycled, or disposed of in a manner that benefits M Holland Enterprises, Inc. dba Sheppard Computer Solutions.

Within this section "ownership" shall mean the legal right to do as M Holland Enterprises, Inc. dba Sheppard Computer Solutions sees fit with equipment or related items; also within this section "unclaimed" shall mean a client's failure to retake possession of equipment or related items.

- Any equipment or related items not claimed after any associated sales &/or services are rendered will incur additional charges after 2 business days. In 60 calendar days the equipment or related items are subject to be taken ownership of by M Holland Enterprises, Inc. dba Sheppard Computer Solutions.

TERMS

- Anyone doing business with M Holland Enterprises, Inc. dba Sheppard Computer Solutions assumes full responsibility for all costs associated with those business activities. M Holland Enterprises, Inc. dba Sheppard Computer Solutions may require a 50% down payment where equipment or related items are involved. Most services require a charge of some sort & it is the client's responsibility to stay informed of what the charges or potential charges may be.
- Unless agreed upon & in writing before any sales &/or services are rendered, all payments are due when sales &/or services are rendered.
- Under special circumstances M Holland Enterprises, Inc. dba Sheppard Computer Solutions may bill a client & not request payment when a sale &/or service is rendered. In these cases, all statements (i.e. bills) are "NET DUE" & require full & immediate payment upon receipt. Invoices & statements are not processed for clients having a zero balance; however, absence of an "Invoice" or "Statement" should not be considered by any client as their having a zero balance.
- BILLING RIGHTS SUMMARY: If you think your bill is incorrect or if you need more information about an amount on your "Statement", write us on a separate sheet of paper at:
M Holland Enterprises, Inc.
dba Sheppard Computer Solutions
PO Box 1125
Phenix City, AL 36868

We must hear from you no later than 30 calendar days after we sent you the first "Statement" on which the issue appeared. In your letter, give us the following information: Your name & the name on the bill, the dollar amount in question, & describe the issue in as much detail as possible.

- CREDITING OF PAYMENTS: Payments will be credited as of the date postmarked if mailed, or the date received if paid in person. Acceptable methods of payment are cash & checks only. Only checks from local banks & having a local client street address will be accepted. We do not accept checks drawn on non-US banks or post dated checks. Please do not mail cash. All payments must be in US dollars. MAKE CHECKS PAYABLE TO M HOLLAND ENTERPRISES, INC.
- DEFAULT OF TERMS: In the event that an issue arises regarding the collection of an amount due by a client, the following course of action will be taken:
 - For bad checks, formal collection procedures or legal action is subject to begin immediately.
 - For all other situations, formal collection procedures or legal action is subject to begin against any client with any amounts over 30 calendar days past due. Past due will be defined as any amount not paid when the associated sale &/or service was rendered. This does not apply to unclaimed equipment or related items, or bad checks.

WARRANTIES

- Unless stated in writing by a member of management, all warranties are as follows:
 - THE WARRANTY FOR NEW COMPUTER SYSTEMS IS 1 YEAR. ALL OTHER ITEMS SOLD NEW IS 30 DAYS. This does not include refunds or returns.
 - ALL USED ITEMS ARE SOLD "AS IS" & DO NOT COME WITH A WARRANTY.
 - DONATED OR FREE ITEMS OR SERVICES DO NOT COME WITH A WARRANTY.
 - THE WARRANTY FOR SERVICES IS 30 DAYS. This does not include refunds.
- Warranties begin on the earliest day of either: (1) The day of M Holland Enterprises, Inc. dba Sheppard Computer Solutions's first attempt to contact a client so the related equipment or items related to a sale &/or service rendered can be reclaimed; or (2) The day the sale &/or service is rendered if the client is present.
- Warranties do not cover acts of GOD, adware, electrical surges, failure to provide a suitable working environment, neglect, tampering with work done by M Holland Enterprises, Inc. dba Sheppard Computer Solutions or viruses. Warranties are only valid where the related sales &/or services are rendered. (i.e. "On Site" or "In Shop".)
- REFUNDS & RETURNS: No refunds or returns on items sold but not installed by M Holland Enterprises, Inc. dba Sheppard Computer Solutions. Sales are only returnable within the first 14 days. A restocking fee of 25% will be subtracted from the return refund amount. An RMA number must be obtained before a return will be accepted. All returns must be in original packaging. No refunds on labor, opened software, service charges & fees, or items sold used or as is. If the item was installed by M Holland Enterprises, Inc. dba Sheppard Computer Solutions it cannot be removed by the client. It must be removed by M Holland Enterprises, Inc. dba Sheppard Computer Solutions

CHANGES TO DISCLOSURE OR PRICING

- This disclosure is subject to change without notice.
- Service charges & fees are subject to change without notice.

For more information contact:
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