

TechSolve Late Payment Policy

Policy Summary

TechSolve strives for flexibility while ensuring timely payments to maintain service continuity.

Grace Period

Payments are due on the invoice date. A 10-day grace period follows, during which you can settle without penalty. Access remains uninterrupted during this time.

Late Fees

Post-grace period, a 3% fee of the outstanding balance applies, increasing by 1.5% weekly, up to 7.5% total. For example, a \$100 invoice incurs a \$3 fee after 10 days, then \$4.50 after 17 days.

Service Impact

- **15 Days Late:** Account switches to read-only mode; new tasks can't be created.
- **30 Days Late:** Full suspension until payment is cleared, including data access.

Reactivation occurs within 24 hours of payment.

Payment Reminders

Automated emails are sent 3 days before the due date, on the due date, and at 5, 10, and 15 days late. Check your spam folder or update your email in "Account Settings."

Resolving Late Payments

Pay via the portal with saved methods or contact billing@techsolve.com to arrange alternatives (e.g., wire transfer). Include your invoice number for faster processing.

Avoiding Delays

Enable auto-pay to prevent lapses. Review invoices early and dispute errors within 7 days to avoid late status.

Contact

For payment plans, email billing@techsolve.com before the due date.