

# PROJECT RETAINER

This is not an invoice; payment of a retainer is agreement to terms.

## 1. Retainer information

### 1.1. Summary

A work retainer is paid in advance in order to secure or keep services when required for a project. Setting a retainer will allow you as a client to place requests on the fly by email, phone, or PM software. Retainer agreements are offered on the basis that an undetermined number of hours or project based expenses may occur over the course of client/contractor relationships.

### 1.2. Assumptions and Provisions

During various phases of projects, and (depending on specific project scope) the following terms are offered in retainer based services;

- Contractor will work upfront on a limited number of projects based on request and retainer total.
- Overages beyond the retainer base in any given month during the life of a project are held as a tab.
- Contractor will cover certain expenses such as travel, hosting, 3rd party fees, software, and other business related expenses based on the premise of reimbursement via the retainer or tab.
- Contractor, will in some cases, hire additional contractors onto a project based need and availability.
- Contractor and Client both reserve the right to cancel the retainer agreement at any time and apply the balance of the retainer to the tab with written notification.
- Each retainer based agreement is specific to the project/projects involved and are non-refundable.
- In the event work will exceed retainer base notification will be sent immediately and prior to the completion of any work.
- At the end of each billing cycle the offer to apply the retainer to any existing tab is offered.
- Retainers set up through AutoBill allow for labor to begin immediately and at any time
- Any labor not set for automatic recurring payment will require cleared payment before work will begin each month.

### 1.3. Retainer Assignment Details

The purpose of a retainer based payment is to empower the contractor to make immediate decisions and work based on time sensitive completion of tasks without a new contract phase.

- 1- A retainer does not include rush delivery requests unless specifically noted on your contract.
- 2- Email or PM ticket is a 3-5 day response time for covered scope and 7-10 days for out of scope items.
- 3- Retainer agreements are on call 24x7, you must call for same day service or support.
- 4- All support is provided by Live screen sessions. In person meetings incur a PER DIEM rate.

Monthly Retainer total	
Client Name/Signature	

Signature Authorization indicates that all parties named on this document fully understand and accept terms.