

SERVICE GUIDELINES FOR VAN RYLIN ASSOCIATES (PLEASE INITIAL AND RETURN WITH YOUR CONTRACT)

Thank you for your interest in becoming a Van Rylin Associates Client. We value your business and look forward to a lasting professional relationship. Here are a few things that will help you understand our process.

CONFIRMATIONS

When you fax a preliminary notice you have the option of receiving a confirmation from us that we have received your notice. If you wish to receive a confirmation, please send along with your request a cover sheet and we will stamp "received, the date and initial" it and fax it back. Keeping track of your preliminary notice requests is an important safeguard to both of our firms. Int_____

STATUTORY TIME FRAMES

There is a specified period, in which your preliminary notice needs to be sent, in order to establish your lien rights, depending on which state the project is in. We are requesting at least **ten (10)** working days prior to your lien rights expiring.

- ARIZONA – 20 days from the day you first supply material
- CALIFORNIA – 20 days from the day you first supply material
- NEVADA – 30 days from the day you first supply material
- ALL OTHER STATES – Please call Tina Adams x 102

In Arizona, if you have exceeded your **twenty (20)** days, your lien rights will back up **twenty (20)** days from the date the notice is produced. It is very important you file your requests as soon as you supply material no matter which state your project is in.

RUSH CHARGES

These charges are in addition to your standard notice fee and/or postage if required. Int_____

If Van Rylin Associates receives a request in which we have **five (5)** working days or less to produce your notice without your lien rights expiring, a **\$15** rush charge will be billed to your account, unless you specifically request "no rush" on your request. Int_____

A **\$100** charge will be billed to your account if your request must be produced on the same day received in order to establish your lien rights. Unless you specifically request "no rush" on your request, it will be produced the same day and no courtesy calls will be placed. Int_____

Requests received after 12:00pm are dated and processed the following work day. Please be aware of the holidays in which we cannot produce requests. Our holidays are the holidays in which the post office is closed and are days in which we cannot produce requests. Take into consideration these days when calculating your submission of requests, this will prevent unnecessary rush charges billed to your account. Int_____

CANCELLATIONS

A **\$10** Cancellation fee will be charged for notices which have been numbered, processed and/or researched and cancelled. Int_____

DUPLICATIONS

A **\$5** Duplication fee will be charged for notices that are sent over twice or more. Each piece of paper is stamped with a notice number when received. It is entered into the computer and given to the file room for distribution. We will do our best to eliminate all duplicates however, it is your responsibility to know which projects you send preliminary notice requests on. If you are unsure, please call Liz at X100 to alleviate charges and extra work on your part or ours. Int_____

PRODUCTION OF YOUR REQUESTS

Van Rylin Associates Inc., will produce your preliminary notice within **ten (10)** working days from the date we receive your notice or the statutory time frame from your start date, whichever comes first. Int_____

If a request is received in which you have clearly exceeded your time frame and "no rush" has been checked to produce within **five (5)** working days, it will be produced within **ten (10)** working days. Int_____

PAYMENT AND CREDIT TERMS

Payment terms is 2% tenth (10th) net thirtieth (30th)
Your account will be placed on COD at **45** days past due, all invoices must be paid to current before we can continue producing future requests. We accept Visa, MC or AMEx. Int_____

You are billed the last day of every month for services rendered during that month. You will receive your statement for services rendered the first week of the following month. Payment is due on the 30th to avoid 2% finance fees. Int_____

If you have questions about time frames, lien rights, bond claims, stop notices, billing questions or need direction on what you need to do next, please call Tina Adams, at (520)797-0797 x 102.

COMPANY NAME _____ NAME & DATE _____