

Priority Work Terms & Conditions

Ashdown Technologies, Inc. (ATI) prides itself on timely completion of work for our customers. It is our standard policy to perform work in the order in which it was received. However, we understand that under certain circumstances, a customer may need us to perform work with a near-term deadline that requires jumping our normal queue of tasks.

In those cases, the following terms & conditions apply:

1. The customer agrees to pay a "rush" fee. This fee will either:
 - a. Represent a 20% premium added to the total cost when work is performed on a time & materials basis at our standard hourly rate.
 - b. Be explicitly stated within the total cost in a quote or estimate
2. A "rush" fee shall only apply when the customer explicitly requests priority work and ATI agrees to complete the work under those conditions.
3. ATI agrees to prioritize the agreed work and complete it ahead of non-priority work received before it.
4. If a priority task requires a deadline commitment by ATI, the work will be completed in a time-frame mutually agreed upon, in writing, by the customer and ATI. Any discussion of a deadline without written confirmation from ATI shall NOT be considered agreement to the deadline.
5. If the deadline to complete the work is not met due to ANY factor outside of the control of ATI (including, but not limited to, customer's inability to provide materials, content, feedback or any other item deemed by ATI as required to complete the job), the rush fee shall still apply.
6. If, by no fault of the customer, the agreed deadline to complete the work is not met, the rush fee may be waived at the discretion of ATI.
7. This policy does not represent a requirement for ATI to take on priority work at any time.
8. If a separate agreement exists between the customer and ATI regarding the performance of, or payment for, priority work, the terms of that agreement shall take precedence over this document.
9. Any changes to this policy shall be provided in writing and be in effect as of the date indicated in this document.
10. This policy shall be in effect as of **February 15th, 2024**.