

How We Do Business at Innovia



Long-term relationship. Fair-minded people.

We believe you deserve that in a partner. At Innovia, our mission and values provide the guidelines for what you can expect when working with us.

Our Mission



We build lasting partnerships by delivering business solutions that exceed clients' expectations through teamwork, dedication and innovative thinking.

ON TIME – ON BUDGET

Confidentiality

Innovia assumes that information received in the course of providing products and services to you is not of a confidential nature.

If you will be providing Innovia information of a sensitive nature, we are happy to provide and execute a straightforward Mutual Non-Disclosure Agreement.

Services

Innovia is and will at all times remain an independent contractor. Unless the project is specified in writing as a fixed price engagement, Innovia bills by the hour for all services performed for the client.

The client will be responsible for the timely and thorough testing of systems and functionality developed and/or installed by Innovia and for transmitting to Innovia itemized details about any nonconformance or problems encountered in the testing.

To reduce the cost of implementation, Innovia cannot and does not fully test all configurations and options but rather relies on the client to do much of the site-specific testing.

As Innovia develops software modifications and/or custom software while performing services for the client, Innovia maintains the rights, title and interest in and to this technology, including copyrights. Our company retains the right to make derivative products from the technology. Innovia grants to client a license to use any such software within client's own company but not the right to resell or distribute the software outside of client's company.

Dedicated Support Desk

You have three options for submitting a support request.

1. Email **support@innovia.com**: This email system is monitored during working hours and, as a request is received, it is assigned to the relevant support person. Requests are generally responded to within two hours.
2. Call us at **855.856.8764**: response is generally immediate, with a live receptionist 24x7.
3. Submit On our Website: Go to **innovia.com/support-case-ticket** and fill out our easy form to submit your ticket.

Current Hourly Rates

Innovia Standard Rate

\$275 Hour

Innovia business hours are Monday - Friday 7 am to 6 pm CST.

Block Hour Rate Card

Prepayment Amount	Discount	Discounted Hourly Rate	Prepaid Hours
\$12,500	9%	\$250	50
\$23,500	15%	\$235	100
\$45,000	19%	\$225	200
\$100,000	27%	\$200	500
\$190,000	31%	\$190	1000

- ✓ Innovia bills in 15 minute increments with a 1 hour minimum for onsite or after hour's service.
- ✓ Innovia bills separately for customary travel expenses including mileage at the current IRS rate, airfare, lodging, car rental, meals and miscellaneous expenses related to the client visit.
- ✓ Pre-paid Professional Services do not expire and are non-refundable.
- ✓ Any additional hours are charged at the rates on the table below.

After Hours Rates

Type of Hour	Hourly Rate	Rate Multiplier	Total Hourly Rate
Weekdays Outside Business Hours	\$275	x 1.5	\$412.50
Weekends	\$275	x 2.0	\$550
Holidays	\$275	x 2.0	\$550
Travel	\$275	x 0.5	\$137.50

Billing Policies

- ✓ Innovia reserves the right to request a credit application, establish a credit limit and require pre-payment. Client accounts are established based upon credit verification by Innovia. It is expected that clients keep their accounts current within the agreed upon terms. Should a client wish not to provide a credit application, Innovia is happy to work with you provided you keep a retainer balance with us that exceeds the last 180 days of average usage per month (or expected usage for new customers) and that all product is paid for in advance of the order being placed with our manufacturing partners.
- ✓ All services are billed weekly, based on the labor hours worked by Innovia during the prior week.
- ✓ Payment is due based upon invoice terms, and a 1.5% per month finance charge will be assessed on open invoices past terms, until paid in full. Discounted hourly rates will not be in effect until block hour invoices are paid in full.
- ✓ Questions about specific billing items must be directed to the Innovia Account Manager within 5 days of the week's billing. Provided the remainder of the bill is paid on time, no penalties will accrue on the questioned items while those questions are being resolved.
- ✓ Invoices and statements will be provided electronically.
- ✓ If your account is frequently past due, prepayment of all services and products may be required. In addition, Innovia reserves the right to terminate all further services until overdue invoices are paid in full.
- ✓ For product invoices prepayment is required.
- ✓ Sales tax will be applied, unless the client provides a tax ID number and signed certificate showing tax-exempt status.

Warranty

- ✓ Innovia's only role is to provide advice to client on how client can accomplish client goals. Innovia does not bear responsibility for the outcome of decisions made as to how to use the systems, software or hardware purchased through Innovia.
- ✓ Innovia will be held harmless in the event damages are incurred due to use of any software developed by Innovia.
- ✓ Although Innovia will liaison between the client and the product manufacturer in resolving any replacement product and/or warranty issues for products purchased through Innovia, Innovia is not liable for any warranty claim or any damages associated with use or inability to use such products.
- ✓ Innovia does not warranty the proper performance of any piece of hardware or software with any other piece of hardware or software except where specifically identified in writing by Innovia.



A Partner You Can Trust

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Waupaca, WI

South Bend, IN

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