



***PROFESSIONAL INVESTIGATIVE SERVICES***

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# Terms and Conditions of Investigation Service

## TERMINATION OF SERVICE

- a) Should Client desire to terminate any scheduled investigative services, Client agrees to promptly notify Agency no less than 12 [twelve] hours in advance of any alteration or change to the scheduled services. The notice must be received by the Director of Operations, personally or by telephone contact during normal business hours.
- b) Agency open business hours are defined as Monday – Friday, 9 am. – 5 pm. Agency closed business hours are defined as all recognized holidays, after 5 p.m., and before 9 a.m., Voice messages, faxes or emails shall not be considered adequate notification.
- c) Should Client fail to provide timely notice, any and all fees incurred or actual time lost will be charged to Client and assessed against the retainer deposit, flat fee, and/or money paid to Agency. Client will forfeit no less than a four-hour minimum and actual time lost from the retainer, flat fee and/or money paid to Agency equivalent the hourly rate. If no retainer or flat monies are available or remain the Agency shall determine expenses to be billed under this agreement at Agency, its sole discretion.