

# High Ranking Domains, LLC

## Service Agreement for:

**HandymanServicesOfAmerica.com | PlumbersOfAmerica.com**  
**GarageDoorsOfAmerica.com**

(IMPORTANT: ALL LEADS ARE EXCLUSIVE TO YOUR COMPANY ONLY!)  
**Control as many cities as you want for the same price, based on availability at time of enrollment.**

### Instructions:

Please initial all areas indicated. Complete and sign page 2. Complete the credit card payment authorization form. Print clearly and complete all areas. Fax to: **(623.298.5632)** – Please allow 24hrs for account activation.

### **1. Introduction**

In this Service Agreement ("Agreement"), "you" and "your" refer to each customer ("Customer") and its agents, including each person listed in your customer account information in Section 4, and "we", "us" and "our" refer collectively to High Ranking Domains, LLC ("HRD"). (each a "Party" and collectively the "Parties").

The agreement is effective upon receipt of this signed agreement by fax or mail. Please initial each section as noted, indicating you have read and understand the content of this Agreement.

This Agreement sets forth the terms and conditions of your use of HRD Lead Generation ('Lead Generation') services. By using HRD Lead Generation services, you acknowledge that you have read, understand and agree to be bound by all the terms and conditions of this Agreement. Any new, different or additional terms, conditions or policies that HRD may establish from time to time will be presented to you in writing as a separate addendum to this agreement.

### **2. Exclusivity & Terms**

HRD agrees to provide you with exclusive sales leads, generated through our sites. HRD sites act as a venue for connecting consumers with businesses and vice versa. HRD is NOT involved in the actual transaction between your business and the customer. As a result, we have no control over the quality, safety, reliability or legality of the services you provide, the ability of your business to provide services or the ability of the customer to engage your business to buy services. HRD does not endorse your company or the services you provide. No company will at any time represent that HRD endorses their company or its services. Any disputes between a customer generated by a lead, and your company, will be handled by your company.

### **3. Delivery Method**

Please initial one of the following deliver methods for receiving referrals:

**Email / Text    -or-    Phone (Additional \$1.50 per referral)**

**If you selected PHONE, list the primary phone number to RECEIVE calls: \_\_\_\_\_**

### **4. Lead Validation**

Because user identification by phone or internet is difficult, HRD cannot and does not confirm that each user is who they claim to be.

**4.1. Email Leads:** HRD will remove duplicates, or incomplete leads from the count submitted to you. A lead is considered valid when a minimum of a first name and phone OR email address is submitted to your form of contact. \_\_\_\_\_ **(Initial Here)**

#### **4.2. Qualified Phone Call Referrals:**

**4.2.1.** A call is 1 minute 30 seconds or longer

**4.2.2.** Calls less than 1 minute 30 seconds that result in a quote to the customer.

**8989 E. Shangri La Rd., Scottsdale, AZ 85260 • Bus: 480.505.3828 Fax: 623.298.5632**

**4.2.3.** Calls that are forwarded to a voicemail service Monday through Friday, between the times of 8AM and 4PM, where a customer leaves a name and phone number for a return call. (Calls are registered in the correct Time Zone for your respective cities.)

**4.3. Phone Calls that will not be billed under the following circumstances:**

**4.3.1.** A Call Action is a “Hangup.”

**4.3.2.** A Call Duration is less than 1 minute 30 seconds that does not result in a quote to customer.

**4.3.3.** On occasion, calls may be invalid. Such circumstances are:

(a) A call from a telemarketing firm.

(b) A wrong or misdialed number, acknowledged verbally by the vendor in the call, causing the call to exceed normal Call Duration.

**4.3.4.** To challenge a call or calls, you the Customer MUST forward by email the Call ID, or the Call Start date and time stamp (found in the email submitted to Customer for each call, in a review of the Customers Call Record found at the assigned website for reviewing calls received to your account. The challenged call will be audited for consideration in being removed from billing.

**NOTE:** Please understand, HRD cannot be responsible for determining whether a call is valid with the exception of the circumstances noted above. We process hundreds of clients at each bill cycle, and individual auditing for a challenged call is at the sole discretion of the Customer.

**I understand the terms of section 4. Lead Validation (Initial Here) \_\_\_\_\_**

**5. Fees**

In consideration for the services provided to you by HRD, you agree to pay HRD a one-time initial fee, equal to \$35 - This initial fee amount will be processed by credit card using the Credit Card Billing Authorization form below. In addition, you will pay a service fee for each lead received, as described in this agreement. You will receive leads ONLY for the categories and cities you choose in the City Selection form online. By selecting and submitting your cities request online, you are agreeing to pay for any leads submitted to you for those cities.

**Leads Categories and Pricing (Email Delivery)**

**Carpenter \$10 | Remodeler \$10 | Garage Doors \$15 | Roofing \$15 | Locksmith \$5 | Heating Services \$10**

**Plumbing \$15 | Electrician \$10 | Air Conditioning \$10 | Pest Control \$10 | Landscapers \$5 | Fence \$10**

**Window Repair or Replacement \$10 | Flooring \$15 | House Painting \$10 | Cabinetmakers \$10**

**NOTE: Phone referrals will reflect an additional \$1.50 each per referral.**

You may select as many cities as you want for your service industry (HRD will confirm availability at the time you join). Leads are submitted to you automatically by email, (in real-time) to the email address and or text message mobile number you specify below. Leads generated for the cities you select, are exclusive to you. The Per Lead Fee amounts will be billed to the credit card indicated on the billing authorization form below.

**I understand the terms for per lead pricing (Initial Here) \_\_\_\_\_**

Leads are billed to you bi-monthly, on the 5<sup>th</sup> and 20<sup>th</sup> of each month (called Billing Cycle). On or near the 5<sup>th</sup> and 20<sup>th</sup> of each month, you agree to pay the Per Lead Fee for each lead submitted to you, by HRD, during each Billing Cycle.

**On or after Billing Cycle, and as a courtesy, you will receive an email notification as a reminder of the pending Per Lead Fee amount to be billed to the credit card you indicate on the Credit Card Authorization Billing form.** You agree and understand that such notification by HRD is done as a courtesy only and receipt of

the email reminder is NOT a conditional requirement for your continuation or cancellation of the service we provide to you.

It is your responsibility to keep credit card or banking information current. If HRD is charged back for any amount previously charged to the credit card you provided, you agree that HRD may pursue all available legal remedies in order to obtain payment for services provided as defined in this agreement.

**6. Cancellation**

You agree that you will be solely responsible for notifying HRD of your desire to cancel your use of the HRD lead generation service. Cancellation requests MUST be received on or before the beginning of a new Billing Cycle (that being the 5<sup>th</sup> or 20<sup>th</sup> of each month). In the absence of notification from you, HRD will continue services indefinitely and payment will be processed with the credit card you have on file.

**To cancel our service, simply provide us with your written request by faxing us at: 623-298-5632 or by calling toll-free 866-726-5669 and obtaining a verbal cancellation code for your records. Leads received during the existing Billing Cycle, and prior to the cancellation request, will be charged accordingly.** There are no pro-rated fees and payments are non-refundable.

**7. Customer Account Information**

This Agreement contains the entire agreement between the Parties with respect to the subject matter herein. Except as expressly modified herein, the Underlying Agreement between the Parties shall remain in full force and effect. In the event of any conflict between this Agreement and the Underlying Agreement, this Agreement shall prevail. **You must be an authorized signer for your business, and by signing below you are agreeing to all the terms of this Agreement.**

\_\_\_\_\_  
Email Address(es) Leads should be sent to: (Print Clearly)

YES, also send my leads via text message to my mobile phone number: (Please list phone AND Carrier)

\_\_\_\_\_  
Mobile Number:

\_\_\_\_\_  
Carrier (e.g. Verizon, Nextel)

\_\_\_\_\_  
Print signers name here

\_\_\_\_\_  
Business Name

\_\_\_\_\_  
Email Address

\_\_\_\_\_  
Website Address

\_\_\_\_\_  
Signature of authorized signer

(\_\_\_\_\_) \_\_\_\_\_  
Contact Phone Number

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Date

(\_\_\_\_\_) \_\_\_\_\_  
Your Fax Number

## High Ranking Domains, LLC Credit Card Billing Authorization

Complete the Credit Card information section below, sign the form and fax back to: 623.298.5632. All requested information is required. Upon approval, we will begin recurring billing for our lead subscription service. **Charges will appear on your credit card statement Payable To: "High Ranking Domains"**. We will automatically bill you for leads submitted during each billing cycle as indicated in the Service Agreement. - Thank you!

### Customer Information

Customer Name: \_\_\_\_\_

Business Name \_\_\_\_\_

( \_\_\_\_\_ )

Phone: \_\_\_\_\_

### Payment Information

**Initial Fee:** \$ 35.00

**Recurring Billing:** Per lead fees are recurring, and will be automatically processed with the form of payment you indicate on this form. Per lead fees are based on the selection/s you made in the Service Agreement, and are billed on the 5<sup>th</sup> and 20<sup>th</sup> of each month.

Customer agrees Starting Billing begins the date this form is received. End billing when:  Customer provides written cancellation. (Cancellation requests must include Business Name, Contact Name and Phone number faxed to: 623-298-5632 on or before the next Billing Cycle of the 5<sup>th</sup> or 20<sup>th</sup> as indicated in the Agreement.)

### Authorization

I authorize High Ranking Domains, LLC to automatically bill the card for the Amounts specified above until I cancel my subscription service in accordance with the agreement terms.

Card Type:  Visa  MasterCard  Discover  AX

Card Number: \_\_\_\_\_

Exp: \_\_\_\_\_ / \_\_\_\_\_ (MM/YY)

Cardholders Name: (as shown on card) \_\_\_\_\_

CVV 3 or 4 Digit Code on card \_\_\_\_\_

Cardholders Billing Address \_\_\_\_\_

Billing City \_\_\_\_\_

Billing State \_\_\_\_\_

Billing Zip Code \_\_\_\_\_

Authorized Cardholder Signature: \_\_\_\_\_

Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_