

Dear Valuable Customer:

We at UCF Business Services strive to provide our customers with the best possible service and quality at a fair price. Any concerns are addressed promptly and sensibly. In our relationship with you as a customer you can be assured of reasonable and ethical handling of your orders. Our doors are always open to resolving any issues you may have. In return, we ask to be paid promptly. We are updating our Credit Policy effective October 1, 2007, to help maintain a high level of service to you.

Our terms are:

- Credit can be established to UCF Departments and Projects, as well as to UCF affiliated organizations and companies with close ties to the University.
- Our terms are NET 30 days.
- Only direct billing is accepted, no third-party billing.
- Initial credit limit is \$4,000; requests for additional credit require approval by a Business Services Officer.
- Invoices past due 45 days are assessed a finance charge of 1.5% per month.
- Invoices past due 90 days are automatically put on credit hold. We will not release orders or goods until these invoices are paid in full and credit is re-established.
- Customers that consistently pay between 60 and 90 days will be placed on pre-paid status.

This policy will be in effect for all current and new customers starting October 1, 2007.

*We appreciate your business, and look forward to a long and prosperous relationship with you.  
We appreciate constructive feedback in our efforts to increase our level of service.*