

## IP Associates, LLC Order Form

<b>TO PLACE YOUR ORDER:</b>
<b>BY MAIL:</b> IP Associates, LLC c/o Jeffrey Krause 5002 Mesa Court Waterford, WI 53185
<b>BY FAX:</b> 866-258-9062
<b>LICENSE TO:</b>
Contact Name:
Company Name:
Address (no PO Box if also shipping address):
City, State & Zip
Serial Number (Required: See Help > About Time Matters):
Daytime Phone
Fax:
Email:

	QTY	COST	TOTAL
<b>TRAINING MATERIALS</b>			
TM "How – To" Users Guide – Each Printed Manual (no quantity restriction)		\$75.00	
TM "How – To" Guide – PDF Site License <sup>3</sup> (per user)		\$30.00	
<b>IPA SYSTEM FEATURE PACKAGES<sup>3,4</sup></b>			
Each Practice Area Template – 1 <sup>st</sup> User		\$400.00	
Each Additional User – Unlimited Practice Areas <sup>3</sup>		\$75.00	
Example 1: 2 Practice Areas with 5 TM Licenses \$800 for 1 <sup>st</sup> User (2 x \$400) + \$75 x 4 additional users		\$1,100.00	
Example 2: 5 Practice Areas with 10 TM Licenses \$2,000 for 1 <sup>st</sup> User (5 x \$400) + \$75 x 9 additional users		\$2,675.00	
Check all Practice Areas being ordered below:			
<input type="checkbox"/> Bankruptcy	<input type="checkbox"/> Business Formation	<input type="checkbox"/> Business-General	
<input type="checkbox"/> Class Action	<input type="checkbox"/> Criminal	<input type="checkbox"/> Domestic	
<input type="checkbox"/> Estate Planning	<input type="checkbox"/> Foreclosure	<input type="checkbox"/> Guardianship	
<input type="checkbox"/> Insurance Defense	<input type="checkbox"/> Litigation-General	<input type="checkbox"/> Personal Injury	
<input type="checkbox"/> Probate	<input type="checkbox"/> Real Estate	<input type="checkbox"/> Trust Administ'n	
<input type="checkbox"/> Work Comp	<input type="checkbox"/> Wk Comp Defense		
A separate order form is used for the Social Security Disability, Veterans Benefits and Long-term Disability practice areas.		Item Subtotal	
Please inquire as to availability and expected readiness dates for any practice area not noted above.		Shipping*	
		Sub-Total	
WI and IL residents must pay sales tax		Sales Tax <sup>1</sup>	
		<b>TOTAL</b>	

\*Printed TM User Guides (ground): \$9.00 for first manual + \$2.50 each additional

## PAYMENT OPTIONS AND SIGNATURES

\_\_\_\_\_ Mastercard      \_\_\_\_\_ American Express  
\_\_\_\_\_ VISA                      \_\_\_\_\_ Discover  
\_\_\_\_\_ Check Enclosed<sup>2</sup>

Name on Card

Cardholder Zip Code

Cardholder Signature (**REQUIRED** – If purchaser is different than cardholder, both signatures are required. Purchaser's signature confirms the Terms & Conditions have been read).

Credit Card Number

Expiration Date (Month & Year)

Purchaser Signature

## TERMS AND CONDITIONS

1. Sales tax regulations require that sales tax is collected in the states of Wisconsin and Illinois. For purchases shipped to these states, state, county and other local sales tax must be collected on the full purchase amount, including shipping.
2. For payments received in the form of a check, whether a personal or business, please allow seven business days to clear financial institutions. Your products will not ship until your check has cleared and the funds have been received.
3. IP Associates requires that the purchase of Feature Pack licenses equal the number of Time Matters User Licenses held by your firm. Further, IP Associates requires the purchase of additional Feature Pack licenses any time additional Time Matters User Licenses are purchased.
4. An IP Associates Consultant or a Time Matters Certified Independent Consultant (CIC) must install your Feature Package. If your feature package is installed by someone other than an IP Associates Consultant or a Time Matters CIC, your 60 day Satisfaction Guarantee, issued with this package, no longer applies. Installation will likely occur within two weeks of your receipt of the feature package, depending on your availability and the availability of an IP Associates Consultant.

### 60 Day Satisfaction Guarantee

If you are not satisfied with an IP Associates feature package, IP Associates will refund the full purchase price of your Feature Package, less shipping and handling, within 60 days of the date of purchase. In order to process your refund, we ask that you please call (262) 432-1737 for a Return Merchandise Authorization code. The Feature Package must be returned to IP Associates by a delivery system that proves proof of delivery, is prepaid, and will provide delivery in good condition. Your return must contain all CDs and manuals and clearly indicate the Return Merchandise Authorization code. Within 30 days of IP Associates' receipt of the returned merchandise, a refund will be issued. Any services (training, consulting, customizations, etc.) purchased in addition to your Feature Package are non-refundable.

### Technical Support

The purchase of an IP Associates Feature package does not include any incidences of technical support because the Feature Package is considered an 'add-on' to Time Matters and is often modified upon installation. Any networking or general computer issues should be referred to your general network support provider. Pursuant to your agreement with LexisNexis Time Matters, developers of the Time Matters and Billing Matters programs, and their policies and procedures, general Time Matters questions should be handled directly with LexisNexis Time Matters. (<http://www.timematters.com/support>). Any changes, enhancements, training or additional firm-specific customization may be requested by directly contacting IP Associates at (262) 432-1737. If you feel that your Feature Package is not working as represented in IP Associates' documentation, please contact us at [www.ipassoc.com](http://www.ipassoc.com) by utilizing the Services page. An IP Associates Consultant will contact you via email or telephone within 48 hours of receipt of your request.

### Maintenance & Upgrade Options

In order to provide you with the most comprehensive set of features available and to take advantage of new functionality offered by Time Matters, IP Associates is continually enhancing its Feature Packages. From time to time, we will offer upgraded versions of Feature Packages at upgrade pricing. Optionally, an annual maintenance plan can be purchased at a cost equaling 25% of your initial purchase price. Subscribers to an annual maintenance plan are eligible to receive free version upgrades for their IP Associates feature packages.