



Monarch Cybersecurity LLC  
1123 State Route 3 North, Suite 303  
Gambrills, MD 21054  
[www.monarch-cybersecurity.com](http://www.monarch-cybersecurity.com)

June. 1, 2023

## Late Payment Policy

**Subscription Invoices** are the invoices that flow through from third-party vendors like Microsoft, Veeam, Sentinel-One, SIEM, and N-Able, to name a few. When payment of these bills/invoices are late, Monarch is charged for administration, late fees & compounded interest fees which can and will be passed to you the client. **Monarch Invoices** of labor, Hardware & software are not subject to any extra fees. Please see our Late Payment Policy below. We will work diligently with our clients to clear up any issues whenever needed. Consistent late paying clients will be cut off after 30 days. "Cut-off clients" need to pay ALL outstanding invoices before getting Help-Desk & Services reinstated.

### "Subscription Invoices" AND "Monarch Invoices":

**30-days late-** "Past-Due" Late invoices are resent with no Admin, Late-Fee and finance charges.

**45-days late-** "Past-Due" 15-day cut-off notice for Subscription & Monarch services are sent to client.

**55-days late-** Phone call to the client.

**60-days late-** Suspension of Subscription Services and/or Monarch services & Help-Desk tickets.

**90-days late-** Client goes on Pre-Pay Blocks of hours.

**120-days late-** You are no longer a client, accounts closed, backups wiped!