

# Billing & Payment Policies

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- A credit card must be kept on file
- Any purchases made on your behalf will be charged directly to your card on file or a 10% service charge will be added to the cost of the purchase if a 3LB concierge has to use their business card.
- In-person shopping requires a physical card or a 10% service charge will be added to the cost of the purchase if a 3LB business card is used.
- 2-hour minimum applies to any service involving travel (e.g., visits to your home)
- Administrative tasks completed remotely may be billed by the actual time used
- Drive-Time Policy: For service locations more than 30 minutes from our office (3013 Course Ln, Surf City), travel time is billed at the client's hourly rate. One hour each way will be charged when travel is made solely for your service. Return time is not billed if the concierge proceeds directly to another client or makes additional stops.