

Welcome to Harmony Animal Hospital!

Thank you for selecting us as your veterinary care provider! We know you have many choices available to you, and we want you to know that we don't take your decision lightly. As a new client, we would like for you to come to expect nothing but outstanding service from all of us here at *Harmony Animal Hospital*.

In order for any business to provide consistently great service, commitments must be made to employing exceptional staff, using cutting-edge medical equipment, and having a location convenient to our clients. At *Harmony Animal Hospital*, these investments are funded by charges paid by our clients for veterinary products and services. In order to ensure that we can continue to provide service that will exceed your expectations, we wish to make you aware of our payment policy, as tactfully & concisely as we can. For your information, our *Payment Policy* is outlined below. If you have any questions whatsoever, please feel free to ask to speak with me.

Welcome, and thank you for your confidence in caring for your furry loved ones!

-Jason Lenhardt, Practice Manager

Payment Policy

Promise to pay. Charges for veterinary care products and services provided to your pet will be charged to your account. You promise to pay all amounts owed on your account at the time of your appointment and to provide all necessary information to confirm your identity, such as photo identification, if not paying with cash.

Returned Payment Fee. If any check, credit card, or other payment that you have made on your account is returned unpaid, you agree to be charged a *Returned Payment Fee*, which is currently \$25.00 and may be adjusted as law permits.

Collection Costs. If we do not receive payment under the terms of this *Payment Policy* and we refer your account to a collection agency or an attorney for collection, you understand that we may charge to your account our collection costs, including court costs and attorney's fees, late charges, and finance charges, to the extent not prohibited by applicable law.

No Waiver by Us. We may waive our right to strictly adhere to this policy or charge a fee to your account without waiving any other right we have under this *Payment Policy*, including our right to charge that same fee at any other time.

Pet Insurance. If you own pet insurance, please understand that all claims for reimbursement, coverage questions, and other pet insurance business must be directed to your pet insurance provider. Full payment to us for products & services is expected at the time of your appointment.

Payment Plans. If you need assistance in paying for services, we offer payment plans for those who qualify through a company named *CareCredit*. If you're interested in learning more, please ask us for more details.

How do you plan to pay for products and services today?

Cash ____.

Check ____ . PLEASE ALLOW US TO WRITE YOUR DRIVER'S LICENSE NUMBER & HOME ADDRESS ON YOUR CHECK.

Credit Card ____ . PLEASE PROVIDE PHOTO ID FOR VERIFICATION PURPOSES.

Sorry for the inconvenience, but due to the threat of identity theft, we cannot keep any payment information on file.

I AGREE TO THE ABOVE TERMS & CONDITIONS AND UNDERSTAND THAT FULL PAYMENT FOR VETERINARY PRODUCTS & SERVICES IS DUE AT THE TIME OF MY APPOINTMENT.

Account Holder's Signature

Print Name

Date