

## Welcome to Harmony Animal Hospital!

Thank you so much 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 the staff here at *Harmony Animal Hospital*.

In order for any business to provide consistently excellent service, investments must be made in hiring exceptional staff, purchasing cutting-edge medical equipment, and having a location convenient to our clients, and *Harmony Animal Hospital* is no exception. These investments are funded by fees paid by our clients for services rendered. In order to ensure that we can continue to provide excellent service that will exceed your expectations, we wish to make you aware of our payment policy requirements, as tactfully & concisely as we can. For your knowledge, our *Payment Policy* is outlined below. If you have any questions whatsoever, please free to ask to speak with me.

Thank you for your confidence in caring for your furry loved ones!

-Jason Lenhardt, Practice Manager

### Payment Policy

**Promise to pay.** Fees for veterinary care services provided to your pet will be charged to your account. You promise to pay all amounts owed on your account (your "Balance") under the terms of this policy at the time of your appointment.

**Returned Payment Fee.** If any check, credit card, or other payment that you have made on your Account is returned unpaid, you will 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, we may charge to your Account or otherwise collect from you our collection costs, including court costs and reasonable 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 know that payment to us is required at the time of your appointment. All claims, coverage questions, and other pet insurance business must be directed to your pet insurance provider.

**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.

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**How do you plan to pay for service and products today?**

Cash \_\_\_\_.

Check\_\_\_\_. **Photo ID required. Driver's License number & home address required to be written on your check.**

Credit Card\_\_\_\_. **Photo ID required.**

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

**I agree to the above terms and conditions and understand that full payment for veterinary goods & services is due at the time of the appointment.**

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Account Holder's Signature

Print Name

Date