

Dear Clients,

The goal of the Escanaba Veterinary Clinic staff is to provide our clients with the finest veterinary care and services available. The needs of our clients have changed significantly over the past few years; therefore in an attempt to better meet our clients' needs we have the following payment options available.

- CASH: at the time of services or prepay on your account
- CREDIT CARD: Visa or MasterCard
- CARE CREDIT: A credit card specifically for veterinary services
- CHECKS: at the time of service.
  - ▶ NOTE: A \$10.00 service fee will be charged for any returned check. A \$30.00 service fee will be added to the \$10.00 fee if the check is not cleared (or cash paid) within 3 business days of initial return.

- 1) All euthanasia fees will be invoiced at the time of service or within 1 week of service. Payment is due within 30 days.
- 2) Emergency calls, day admissions, and hospitalized patients will require an initial payment of half the estimated amount given at the time of admission.
- 3) If payment is not received within 30 days, your account will be considered past due. A billing charge of \$5.00 is applied to all balances on the first of each month. When an account is 30 days past due, services will be suspended until your account is again at a zero balance.
- 4) When an account is 90 days past due and none of the above payment options have been made with our collections personnel, the account will be turned over to Small Claims Court or a collection agency.
- 5) All terms of our revised payment policy are effective May 24, 2007.

If you have any questions about our payment options, please contact Lorraine or Holly. They are available Monday – Friday between 8:00 am and 5:00 pm. Escanaba Veterinary Clinic values our relationship with you, we appreciate your business and look forward to continuing to provide the highest quality care and service you expect for your pet.

Thank you,

Escanaba Veterinary Clinic