

## Illinois Equine Field Service PAYMENT POLICY

*Illinois Equine Field Service is pleased to have the opportunity to respond to your equine medical needs. It is our goal to provide each patient with the best care. We appreciate your cooperation.*

### NEW CLIENTS

**All new clients must pay at the time of service for the first appointment.** Acceptable forms of payment are cash, check, or a credit card (through office). We will not bill you unless you are an established client.

### EXISTING CLIENTS

Our office staff will mail you a client information form. Once you return this completed form to our office, we will bill you at the end of each month. **A completed form includes a driver's license number and signature.** Payment is expected by the end of the following month. Please see our billing terms below.

If you choose not to return a completed client information form, payment is expected at the time of service. If you cannot be at the appointment, either call our office to give us permission to use a credit card or leave a check/cash with your barn manager. **No services will be rendered without payment.**

### METHODS OF PAYMENT

- **Cash or Checks** A service fee of \$25 will be added to your account for any returned checks.
- **Credit cards:** We accept Visa, MasterCard, Discover and American Express. We offer three different payment options if you choose to use a credit card to pay your bill:
  - 1) **We can automatically charge your credit card at the end of each month.** To enroll in this option, please fill out the credit card information portion on the client information form.
  - 2) **We can automatically charge your credit card at the end of each appointment.** If you prefer to pay at the time of service, we encourage this option – especially in case of an emergency. Please call our office to request a credit card authorization form. We will need your signature on file to give us permission to charge your card.
  - 3) **You can call our office to request your credit card be charged for your appointment or to pay your invoice.** Unless you ask us not to, we will keep your credit card number on file in case you would like to use it for future payments.

**PLEASE NOTE:** If you have not returned a completed client information form, we will pre-authorize your credit card the day before the appointment. This means that your credit card bank will hold the money in your account, but the amount will not be deducted until after the appointment.

### BILLING TERMS

We will only bill clients who have returned a completed client information form. Full payment must be made within 30 days after receiving a billing invoice. An account will be considered overdue if the balance goes beyond 30 days. A monthly service charge of 1.5% (minimum .50 cents) will be incurred on any balance over 30 days (18% annually).

**For balances over 60 days past due, no new work will be done unless the previous payment is paid in full, this includes emergency situations.** We reserve the right to inform property owners and/or managers that boarder horses will not be treated in the case of an emergency due to delinquent accounts.

**If your account falls into 90 days past due, you will no longer be extended credit and payment will be required at the time of service.** Accounts over 90 days will be managed by a collection group or small claims court.

*Thank you for your understanding and cooperation*

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