



Comfort Crossing In-Home Pet Euthanasia LLC



PAYMENT POLICY

Payment is due, in full, **before** the time of service. Acceptable payment methods at this time include debit and/or credit cards. If payment is not completed prior to the appointment, the owner will be contacted by phone or email to secure payment. Due to the nature of the appointments, owners are expected to be truthful in regards to appointment location and pet weight to the best of their ability. If a pet is found to be much larger than the information given, if the travel is much longer than expected based on information given, and/or if the aftercare options change, additional charges may occur.

It is acknowledged that any refund will be submitted to the form of payment used at checkout, and the completion of any refunds may take several weeks or more depending on payment processing and service providers.

It is acknowledged that additional or separate aftercare services, such as multiple paw prints/hair vials, personalized urns, memento jewelry, etc may come at an additional cost.

It is acknowledged that any Credit, Debit, or CareCredit transaction is subject to 6% processing fees.

CANCELLATION POLICY

If an appointment is canceled **at any time before the appointment, up until 24 hours before the appointment**, a full refund will be given minus a 3% credit processing fee for credit/debit transactions. The circumstances surrounding the cancellation will be considered, and the 3% fee will be charged to the card on file at the discretion of Comfort Crossing.

If an appointment is canceled **within 24 hours of the scheduled appointment time, up until 3 hours before the scheduled appointment time**, a full refund will be given minus a 3% credit processing fee for credit/debit transactions and a \$100 cancellation fee will be collected.

If an appointment is canceled **within 3 hours of the scheduled appointment time**, and any optional charges (cremation, paw prints, etc) will be refunded to the card used for payment.

Every appointment will include a discussion of the decision to euthanize. **If this discussion results in the owner deciding against euthanasia at the appointment time, a consultation fee equal to the euthanasia fee will be charged and all other aspects of the order will be refunded.** Dr. Courtney Cameron has, at any time, the right to refuse to carry out the euthanasia service. The refusal can be based on, but is not limited to, the pet's physical appearance, demeanor, appropriateness for euthanasia, owner's behavior towards the animal or Comfort Crossing staff, and/or the conditions of the home/environment in which the euthanasia service is being carried out.