



Payment & Financial Policy

To allow us to provide timely, high-quality care for our patients, we maintain the following payment policies.

Payment at Time of Service

Payment is due in full at the time services are rendered. This includes all charges for examinations, consultations, diagnostics, treatments, procedures, medications, products, hospitalization, and any other associated fees. Full payment is required prior to patient discharge or the dispensing of any medications or products.

In some cases, a deposit for part or all of the anticipated cost of care may be required before services are provided.

Estimates and Treatment Plans

Written estimates or treatment plans are provided when appropriate. Because medical care is individualized and may change based on your pet's response, actual charges may vary by up to **15%** from the estimated amount.

Refunds and Returns

All sales are final.

For health, safety, and legal reasons:

- Prescription medications and medical products are non-returnable and non-refundable.
- No refunds or exchanges are provided for medical services, procedures, diagnostics, or related charges once care has been rendered.

No Guarantee of Outcome

Veterinary medicine involves many variables, and outcomes cannot be guaranteed. Charges are based on the professional services, treatments, and products provided—not on the results of care or individual response to treatment.

Additional and Follow-Up Care

Follow-up visits, recheck examinations, additional diagnostics, booster vaccinations, medication refills, and any future services or products are considered separate care events and will incur additional charges.

Complications or adverse reactions to medical care, while unfortunate and often unpredictable, may require additional treatment. Care related to these events is considered separate from the original treatment and will result in additional charges.