

Pricing and Payment Policy

Last Updated: 3/15/2024

1. Pricing

1.1 Product/Service Pricing:

The pricing for our products/services is clearly outlined to each customer at the time of service set-up.. We reserve the right to modify prices at any time, and such changes will be reflected in communication sent to the customers.

2. Payment

2.1 Payment Methods:

All transactions are conducted in US currency. We accept payments through cash, check or credit card (on file or on-line). All transactions are processed securely. We do not store or share payment information outside of our payment processes.

2.2 Taxes & Additional Fees:

Prices listed include applicable taxes. Additional fees, such as transaction processing fees of 5% may apply based on method of payment.

2.3 Late Payments:

If a payment is not received by the **due date**, we reserve the right to suspend or terminate the services until payment is received. Late fees may be applied at our discretion in the amount of **\$25.00 or 20%** (whichever is greater). If efforts to resolve the issue amicably are unsuccessful, we will consult with a credit reporting agency to discuss the options available.

3. Cancellation of Services:

Customers can cancel their services agreement at any time. Any appointment cancellation requests must be submitted through Phone, Email or Text **24 hours** prior to the next service to avoid additional charges in the amount of **\$ 35.00**. Missed appointments due to an unavailable entry or unsecured pet will be considered a cancellation.

4. Changes to Pricing and Payment Policy:

We reserve the right to update our Pricing and Payment Policy at any time. Any changes will be effective immediately and will be communicated through Phone, Email or Text.

6. Contact Information

For any questions or concerns related to our Pricing and Payment Policy, please contact us at at (808)965-0209 or PO BOX 261, Pahoia HI 96778