



## PAYMENT POLICY/NOTES

MH Optical Labs accepts three forms of payments.

1. Check

2. ACH (bank transfers). Requires proper documentation to be provided. Please contact customer service.

3. Credit/debit cards. A 3% convenience fee will be charged on any payments made by card, this is done to offset the 2.5-3.5% fee we pay to the credit card companies for transactions.

- If payment is not received after 90+ days it could lead to loss of special pricing, discounts, and/or access to the one-time redo policy.
- Regardless of pending credit status, bills should be paid by the due date. Any pending credit will be issued in the next billing cycle. Credits are not a replacement for the balance on the bill. Any past balances from 30+ days are encouraged to be paid immediately. Any disputes can be reported to customer service or the administrative office for review and resolution. Simple inquiries or disputes can be emailed to [mhcreditdepartment@gmail.com](mailto:mhcreditdepartment@gmail.com). Please be sure to provide your account number, invoice and/or RX number, patient name and reason for credit or issue when contacting the lab.
- If an account falls into the 120+ day column the account is immediately placed on hold. A hold may be issued for 90+ days as well, but is left to the discretion of the lab.
- Freight & call in fees will not be credited and freight fees will still apply to invoices billed at \$0 if applicable.
- Special exceptions may be made by salesmen depending on the circumstances.
- Submitting redo's online can be done through our website's online Redo Form. Redo will be done and billed appropriately. This method is encouraged to avoid the \$5.00 research fee for called in redoes.
- If redo are simply submitted through the standard online order portal we won't be aware that the job needs to be credited. If redo is placed through here, customer service or the [mhcreditdepartment@gmail.com](mailto:mhcreditdepartment@gmail.com) email will need to be contacted/notified.

- Feel free to direct any credit inquiries to our mhcreditdepartment@gmail.com email, customer service, or office and we will be happy to help.

Our hassle-free redo policy is a privilege and we can remove it from an account at any time and for any reason, including: abnormally high return rate (excluding lab errors), insufficient payments to bookkeeping, and/or abusing the policy. Those accounts would then be required to return lenses and lose the one-time redo policy.