

Returned Check Policy

RETURNED PAYMENTS

The return of a check (electronic or paper) or ATM/Debit/Credit Card payment issued to Lavender Moon will result in a \$50.00 returned payment fee for each returned item, no matter the reason.

A total of two returned payments are allowed, after which payment by cash will only be accepted. This includes returned electronic payments. Written notification on how to resolve the returned payment will be sent to the maker of the payment. Client will not be able to book future massage therapy sessions until the returned check has been resolved.

If the returned item has not been resolved within the stated time frame on the notification, a late fee not in excess of 10% of the past-due amount will be levied, and Lavender Moon will begin collection proceedings.

Returned Check Payment Methods

1. **Cash.** Pay in person at Lavender Moon. Obtain a cash register receipt for your records. **DO NOT MAIL CASH.**
2. **Certified Funds.** Make cashier's check, money order, or other certified funds payable to Lavender Moon. Include your name, ID#, current address, and phone number on the face of the check.

Payment may be delivered in person or by mailing certified funds to the following address:

**Lavender Moon
Attn: Christina Means
130 Kings Daughters Drive, Suite 400
Frankfort, KY 40601**