



IMPORTANT NOTICE – UPDATED TERMS AND POLICIES

We're writing to inform you about updated payment terms and policies that will help us continue to provide you with the best possible service. These updates are effective immediately and supersede any prior communications or agreements.

Please take a moment to review the following key changes:

PAYMENT TERMS

All invoices are **NET 30**, meaning payment is due in full within 30 days of the invoice date.

CREDIT CARD PAYMENTS

A processing **fee of 3.5%** will be applied to all payments made via credit card at the time of payment. To avoid this fee, we encourage you to pay via ACH, wire, or checks to our lockbox.

NON-SUFFICIENT FUNDS (NSF) CHECKS

A fee of **\$75** will be charged for any Non-Sufficient Funds (NSF) checks. NSF fees are payable upon demand. Unpaid NSF fees will be considered PAST DUE balances and incur the same fees as other invoices. NSF checks could result in the customer being put on HOLD.

LATE PAYMENT FEE

Accounts with past due balances may be subject to a **late payment fee of 1.5% per month (18% annually)** on the outstanding past due balance. This includes any amounts that create a PAST DUE balance (e.g., NSF fees, DSSI fees, and unpaid late fees).

DSSI FEES

Customers will be charged for DSSI fees related to their accounts. Unpaid fees will be considered PAST DUE balances and incur the same fees as other invoices.

INVOICE DISCREPANCIES

Questions about invoices should be addressed to the MasVida Health ARTeam by the customer **within 30 days of the invoice date** to avoid late fees. **After 45 days, it will be assumed invoices are accepted by the customer.**

OWNERSHIP TRANSITIONS

When a company purchases a facility that has an outstanding balance with MasVida, it is assumed the company who purchased the facility owes the full debt until/unless they provide documentation to MasVida that the prior ownership owes the outstanding balance. As with invoice discrepancies, after 45 days it will be assumed the outstanding balance owed by the facility is assumed by the new ownership.