

## Accounts Receivable Payment Policy

Last Updated: 1/05/2017

The National Center on Shaken Baby Syndrome's (NCSBS) standard payment terms is **Net 30** from the original invoice date. Any account with unpaid invoices older than 30 days from the original invoice date is considered a delinquent account.

### Payment Prior to Shipment

All orders require payment via credit/debit card, wire transfer or may be placed using a Purchase Order (PO) prior to shipment. Orders paid by check will not ship until the check is received by the NCSBS or acceptable proof of delivery is provided to the NCSBS.

### Acceptable Forms of Payment

The NCSBS accepts payment in U.S. Dollars. Payment in currency other than U.S. Dollars is subject to an additional processing fee. The following are acceptable forms of payment:

#### Cash

- Cash payments are only accepted in person at the NCSBS office.
- DO NOT send cash by mail.

#### Credit/Debit Cards

- Visa, Mastercard and American Express are accepted.

#### Checks/Cashier's Checks

- Checks made payable to "National Center on Shaken Baby Syndrome" or "NCSBS"
- Check payments are mailed to:  
National Center on Shaken Baby Syndrome  
1433 North 1075 West  
Suite 110  
Farmington, UT 84025
- Checks are processed on the day of receipt. The NCSBS will not honor post-dated checks.
- Checks returned due to insufficient funds are subject to any fees associated with the NCSBS' financial institution's handling of a returned check.
  - Accounts who have a returned check due to insufficient funds will be required to pay the balance on their accounts with viable options other than check.

#### Wire Transfers

- Please contact the NCSBS Financial Controller to coordinate wire transfers.
- Any fees associated with the wire transfer are the responsibility of the customer.
- After wire transfer is complete, please send a copy of the wire transfer confirmation to the NCSBS Financial Controller.

## **Purchase Orders (PO)**

Customers can place orders using a Purchase Order (PO). POs must contain the following information:

- Contact information for person issuing the PO
  - Name of contact person
  - Contact person's phone number or email address
- Bill to address
- Bill to contact information
  - Name of contact person
  - Contact person's phone number or email address
- Ship to address
- Product(s) being ordered
  - Product number or description
  - Quantity ordered
  - Correct price per piece
- Shipping cost
- Special instructions (if applicable)

Orders will not be processed if POs lack any of the information described above.

## **Refunds**

The NCSBS observes a 30-day refund policy on items except any personalized materials and the Visual Overview CD-ROM. Shipping costs associated with return of items is the responsibility of the customer requesting a refund. Refunds will be reimbursed to the credit/debit card used for the purchase or via check if payment was made using any other acceptable form of payment for the transaction. Refunds will not be processed until the purchased items are received by the NCSBS or proof of shipment is provided to the NCSBS.

## Damaged or Defective Items

Customers who receive damaged or defective items will be offered replacement items before refunds are considered. The NCSBS is responsible for any costs associated with the return of the damaged or defective items and the shipping of any replacement items. If a refund is deemed appropriate, refunds will be reimbursed to the credit/debit card used for the purchase or via check if payment was made using any other acceptable form of payment for the transaction.

## **Delinquent Accounts**

Accounts with unpaid balances more than 30 days past due are considered delinquent and are subject to finance charges described in the following section. Delinquent accounts will be placed "On Hold" and will not be allowed to place future orders until the unpaid balances are resolved and the account is restored to a current status.

Accounts who have a delinquent payment history will be required to place future orders using a credit card or purchase order (PO). Delinquent payment history is defined as having unpaid balances more than 60 days past due on two (2) or more occasions. Delinquent payment history may be restored to good standing by having two (2) sequential orders using a credit card or PO with the payment on a PO received within 30 days of the original invoice date.

### Finance Charges

Unpaid balances at 31 days from the original invoice date are subject to a 3% interest charge compounded monthly, equal to an APR of 36%, or \$5 minimum finance charge, whichever is greater.

### Nonpayment

Accounts more than 120 days past due may be referred to a collection agency to pursue payment. Accounts sent to collections will be placed on "Suspended" status and future orders will not be allowed. Accounts sent to collection can be restored through consultation with the NCSBS account management team.