



Kimberly Rush
Mothering Support Service

Payment Policies

Payment for Products and Services

Payment is due at the time of service and/or sale of products.

Refund Policy

Products: There are no refunds/returns for personal breast pumps, pump kits, pump accessories or any other breastfeeding accessories.

Services: There are no refunds on any services delivered, including classes, as services do not come with any guarantees.

Cancellation and “No Show” Policy

If you need to cancel your appointment, please do so by phone or text, with as much time as possible. This allows us to contact other patients who are waiting for appointments.

A \$60.00 fee along with travel at the rate of \$0.50/mile for home visits will be assessed if the lactation consultant arrives after the appointment has been scheduled and no one is home for the appointment or if you do not call to cancel the appointment within 24 hours prior to the appointment. In the event that not keeping your appointments becomes an issue, clients may be discharged from the practice.

Group, Private, and Private Group Classes

- There must be a minimum of 3 couples per group class.
- Couples scheduled for a private or group class who cancel within one week of the class will be assessed a 50% of the class fee (unless the cancellation is due to delivery). If you have to cancel due to delivery, you can apply your payment to another class or service. There are no refunds on any services delivered, including classes, as services do not come with any guarantees.
- If you need to cancel and reschedule a private class, please do so by phone or text, with as much time as possible. This allows us to contact other patients who are waiting for appointments. We ask for 24 hour notice if you need to cancel.

Outstanding Balance Policy

For any outstanding balances, a 10% late fee will be added monthly to any unpaid balance of 30 days or more.