

At DNA Life, we strive to provide transparent and convenient payment options for our clients. This Payments Policy outlines our accepted methods of payment, invoicing process, and any relevant terms and conditions:

1. Payment Terms:

All consultation payments must be settled on the day of consultation unless otherwise specified. A detailed receipt for each counselling session is available on request. These include the dates of consultation, fee breakdown and any provider numbers for insurance claims. If an invoice has been issued for our services, payments are due within 7 days from the invoice date, unless otherwise specified. For insurance claims, payments are to be paid to DNA Life in full and then claimed by you separately.

2. Accepted Payment Methods:

We accept the following forms of payment for our services: a) Bank transfer
b) Credit card payment (Visa & Mastercard) c) Cash

3. Fees and Pricing:

Our counselling fees are clearly communicated on our website. Taxes or surcharges (if applicable) will be included in the total fee. Fees vary based on the type of service provided, the duration of the session, and any additional services requested.

4. Late Payment:

Failure to settle the fee within the specified timeframe (7 days) may result in a late fee. Late payment fees will be applied in accordance with the relevant laws and regulations.

5. Confidentiality of Payment Information:

We take the privacy and security of your payment information seriously. All payment details, including credit card information, are handled securely and in compliance with applicable payment industry standards. Your payment information will only be used for the purpose of processing your payments.

6. Refunds and Cancellations:

Refunds are generally not provided for counselling services already rendered unless otherwise specified or required by law. For cancellations, please refer to our Cancellation Policy for information regarding any applicable fees.

7. Disputed Charges:

If you believe there is an error or discrepancy in a charged amount, please notify us promptly. We will investigate the matter and work with you to resolve any valid

disputes in a fair and timely manner.

8. Changes to Fees and Policy:

We reserve the right to update our fees and payments policy as necessary. Any changes will be communicated to you in advance and will apply to future services.

If you have any questions or concerns regarding our payments policy, please feel free to contact us at info@dnalife.com.au.

By engaging our services, you acknowledge that you have read and understood this policy and agree to comply with its terms and conditions.

Please note that this payments policy does not supersede or replace any statutory rights or obligations under Australian consumer law or other applicable laws and regulations.

EFFECTIVE DATE: The effective date for this Payments Policy is 24 July 2023.