ElectronicPayments®



MERCHANT SUCCESS STORY

Spa Merchant Success Story: An Interview with Agate Electrolysis

Agate Electrolysis in Wooster, OH was established in 2013 by Licensed Cosmetic Therapist, Terra Britt. As a member of the Cosmetic Therapists Association of Ohio (CTAO) and the American Electrology Association (AEA), Terra upholds all Ohio Medical Board Standards, which were developed by the AEA in conjunction with the CDC and the FDA. Her spa provides electrolysis for men and women as well as reiki healing and a line of organic skin care products. Terra founded the business with the sole purpose of helping people who may feel embarrassed or distressed about their unwanted hair. With electrolysis, Terra's mission is to provide safe, affordable, and permanent hair removal—giving her client's self-image and sense of security a boost. "That's been the biggest reward of my career, being part of helping someone regain their confidence, seeing their shoulders lift, and a smile return to their face," said Terra. "It brings me so much joy!"

In the interview below, Terra discusses how she made the decision to partner with Electronic Payments and Epic Payment Systems for merchant services and payment processing in 2018. She details her experience in order to assist other service-based businesses like Agate Electrolysis with saving money on their processing fees.





ElectronicPayments®

MERCHANT SUCCESS STORY

Agate Electrolysis

What prompted you seek a new merchant services provider? Were there challenges with your previous provider?

Our annual fee was being raised substantially with the previous company, which prompted me to look for another merchant service provider that offered less expensive payment processing options.

Learn more about what makes Electronic Payments different from other merchant service providers. →

What goals did you hope to achieve in switching to Electronic Payments?

My hope was to save on expenses for the office. The less I have to pay for payment processing, the more money I have to invest in the business to help it grow and expand.

Has partnering with Electronic Payments resulted in savings? If so, how have you used that capital?

Yes, since I made the switch to Electronic Payments, my business is enjoying significant savings when it comes to credit card processing fees. Not only are the savings a relief, I now have more to contribute towards the medical supplies I need for the office. Because of COVID-19, there's been a dramatic increase in prices for the medical equipment and supplies I use on a daily basis.

> ***"Since I made the switch to Electronic Payments, my business is enjoying savings when it comes to credit card processing fees. Not only are the savings a relief, I now have more to contribute towards the medical supplies I need for the office."***
>
> • **Terra, Owner of Agate Electrolysis**

ElectronicPayments®

MERCHANT SUCCESS STORY

Agate Electrolysis

What do you like best about partnering with Electronic Payments?

I like the high level of customer service and support I receive. It's so nice not to have to stress about calling for help when I need it. One of my biggest complaints about opening an office is having to deal with various companies and vendors necessary for different aspects of my business because of how poor their customer service is. With Electronic Payments, I never have to worry about that.

> ***"I like the high level of customer service and support I receive. It's so nice not to have to stress about calling for help when I need it."***
>
> • **Terra, Owner of Agate Electrolysis**

What has your experience been like with Electronic Payments' Technical Support and Merchant Support teams?

The customer service at Electronic Payments has always been great! The staff is very friendly, knowledgeable, and works quickly to get answers to my questions. They've always solved any issues I've encountered.

See what makes Electronic Payments' Technical Support the best in the business. →

Have you recommended Electronic Payments' merchant services to other merchants in your area?

Definitely! Several of my clients have their own businesses or were working on starting a business. I've passed along information about Electronic Payments to all of them so they can get a merchant account set up.

ElectronicPayments®

MERCHANT SUCCESS STORY

Agate Electrolysis

See how Electronic Payments can help you simplify operations, improve the customer experience, and grow your business.