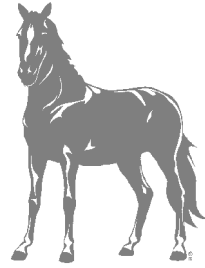


THE equine VETERINARY CLINIC



Terms of Business

Thank you for entrusting the care and attention of your horse to The Equine Veterinary Clinic. Please find detailed below the Equine Veterinary Clinics' Terms and Conditions. If you require further clarification/explanation please do not hesitate to contact us on 01505 610100.

Payment

- I. An invoice will be provided to the client detailing all professional work undertaken and all consumables, drugs and materials used.
- II. All professional work, consumables, drugs and materials used are subject to VAT at the current rate.
- III. Accounts for inpatient attending the clinic are due for settlement at the end of consultation, and or the discharge of your horse from the clinic.
- IV. All other accounts must be settled by the client within 30 calendar days from date of issue of invoice

Methods of Payment

- II. Accounts can be paid by Cheque/ Cash/ Credit or Debit Card.

Settlement terms

- I. Accounts for inpatient attending the clinic are due for settlement at the end of consultation, and or the discharge of your horse from the clinic.
- II. All other accounts must be settled by the client within 30 calendar days from date of issue of invoice
- III. Should the account not be settled within 30 days a statement reminder invoice reminder will be issued to the client for payment within 7 days.
- IIIV. After due notice to you the client overdue accounts will be referred to our debt collection agency for recovery. At this time we will add further administrative fees to the clients account for payment.
- V. Any cheque returned to our bank as unpaid will result In the original account being restored to the original sum with further charges added in respect of bank charges and administrative costs.

Insurance

- I. Insurance excesses must be paid on submission of insurance claim forms.

Ownership of Records

- I. Case records are the property of The Equine Veterinary Clinic. Copies will be passed on request to other veterinary surgeons if involvement in the case commences.
- II. The care given to your animal may involve making some specific investigations, for example taking radiographs or performing ultrasound scans. Even though we make a charge for carrying out these investigations and interpreting their results, ownership and resulting records remain with the practice.

Complaints

We hope that you never have recourse to complain about the standard of service received from The Equine Veterinary Clinic. However if you feel that there is something you wish to complain about, please direct your comments in the first instance to our practice manager.