

Equus Vets Ltd: Terms and conditions

Equus Vets Ltd is committed to providing the highest quality veterinary care and treatment for your horse. Our services are regulated by the rules and regulations of the Royal College of Veterinary Surgeons. We aim to provide fair charges and competitive fees in order to maintain the best surgical and diagnostic services through continued investment and expansion. By accepting our services or purchase of goods, you are contractually agreeing to the Terms of Business as laid out below.

Fees

Professional fee levels are determined by the time spent on a case and according to the medicines, resources, materials, and consumables used. All fees, consumables and medicine charges are subject to VAT at the current rate. You will remain personally responsible for payment of your bills when rendered even if you have a right of contribution or repayment from a third party.

Payment Terms

We reserve the right to verify all new clients' credit rating with a credit reference agency. Certain procedures may require payment in advance, such as Pre-purchase examinations or large surgical procedures and supply of drugs. The invoice is to be settled within 7 days of the invoice date. In the event of non-payment within 7 days of issue, further administrative charges could be incurred. Overdue invoices, after due notice to you, will be referred to our Debt Collecting Agency or the County Courts if satisfactory repayment arrangements have not been made with ourselves. This will incur you further costs whilst collecting the debt. Any cheque which you issue which is returned unpaid, any credit card payment not honoured, and any cash tendered that is found to be counterfeit will result in your account being restored to the original sum together with any fees incurred in the process. Persistent late payment will result in the need for all fees to be paid for at the time of treatment or withdrawal of our veterinary services.

All Pre Purchase Examinations must be paid on completion of the vetting.

Payment Methods

We accept most major cards including Visa and Mastercard credit or debit cards, cheques with guarantee, cash, bank transfer and online banking as preferred methods of payment. Card payments, can be made via telephone to 01837 214004.

Our bank details are: Bank: NatWest Account: 56749341 Sort Code: 53-50-52

Inability to Pay

If you find yourself in the unfortunate position of being unable to pay your account, please discuss this matter as soon as possible with a member of staff.

Estimates of Treatment

We will, upon request, be pleased to provide a written estimate as to the possible costs of treatment and/or investigation. It is not always possible to predict all events during the course of treatment and/or investigation. Any estimate given can only be approximate and may be subject to change as a horse's illness may not follow a conventional course.

Animal Insurance

Equus Vets support the principle of insuring your horse with a reputable insurance company. However, any insurance agreement is between you and the insurance company and not with the Practice. Insurance claims carry the same payment terms as above.

Disputes

Any dispute with the fees/service presented must be put in writing to the Practice Manager within 6 days of receiving the invoice.

Livery Yards/Stables

Our Policy is normally to invoice the horse's owner directly. Where a livery yard/stables has permission from the horse/pony's owner to authorise veterinary work, purchase goods or that invoices will be initially settled by them, then that livery yard/stables is responsible for ensuring accounts are settled on time and are liable for any late payment action. Where livery yard/stables arrange such veterinary service or purchases goods from us, it is assumed that permission has been given by the owner for this service or goods to be provided. Please ensure you have made suitable arrangements with the livery yard owner that gives them permission to call the vet on your behalf and authorise treatment for your horse.

Ownership of Records

Case records, x-rays, scans and similar documents are the property of, and will be retained by Equus Vets Ltd. Even though a charge may be made for carrying out the investigations and interpreting the results, ownership of the resulting record e.g. an x-ray or ultrasound scan remains the property of the practice. Upon request, copies of records with a summary of the history of your horse will be passed to another Veterinary Surgeon taking over your horses care and treatment.

Variations in Terms & Conditions of Business

No addition or variation of these conditions will bind the practice unless specifically agreed in writing by the Practice partners. Additionally no agent or person employed by or under contract with the Practice has the authority to alter or vary these terms and conditions in anyway.