

## **PAYMENT TERMS AND METHODS**

Accounts are due for settlement to the terms below:

### **Equine:**

New clients are asked to provide a £100 up front deposit for visits between 8am-4.30pm Monday-Friday and £200 deposit if a visit is requested outside out of these hours.

Existing clients: we kindly ask our existing clients to pay within 14 days from the date which the invoice is sent.

Invoices will be sent via email where one has been provided or via post in the absence of an email address.

### **Farm:**

New clients are asked to provide a £100 up front deposit for visits between 8am-4.30pm Monday-Friday and £200 deposit if a visit is requested outside out of these hours.

Existing clients: we kindly ask our existing clients to pay within 30 days from the date which the invoice is sent.

Invoices are sent monthly by post on the first working day of the month.

*Categorisation of accounts is at our discretion. We hold the right to ask for full or part payment in advance. We reserve the right to discretion on offering terms and the right to withdraw them if the terms are not met.*

### **Payment at the time may be required by all clients for the below:**

- Vettings & pre-purchase x-rays
- Strangles pre-movement tests
- Prescription charges
- Travel and export documentation

### **Methods of payment**

Cash, Bank transfer Credit/Debit card; Maestro, solo, MasterCard, VISA, Delta, Amex.  
Cheques only with prior arrangement.

*Any cheque returned by our bank as unpaid, any card payment not honoured, and cash tendered found to be counterfeit will result in the original account being returned to the original sum with further charges added in respect of bank charges and administrative costs.*

You call into our branch at Woodnock or call us on 01484 421512 and press option "2".  
Monday to Friday 8:00am - 4:30pm in order to pay.

*Note: On our behalf the The Donaldson's Vets Ltd. branches can only accept cash payments onto your account.*

### **Overdue Accounts / Inability to pay**

Should an account not be settled in accordance with these terms we reserve the right to escalate your account to a Debt Collection Agency or Solicitor. All costs and charges may be levied in respect of costs incurred in collecting the debt: such as court fees, correspondence, court attendance, phone calls, etc. At this point we can refuse to supply further veterinary services to you until all outstanding sums are paid by you. We are only obliged to fulfil our minimum legal responsibilities and professional regulatory obligations in respect of the animal under our care.

If for any reason you are unable to settle your account as specified, we ask you to discuss the matter prior to treatment with a member of staff.

### **Fees**

All fees, diets and drugs charges include VAT at the current rate. Fee levels are determined by the time spent on a case and according to the drugs, materials, consumables and diets used.

### **Estimates of treatment costs**

We will provide on request a written estimate as to the probable costs of a course of treatment. Please bear in mind that any estimate given can only be approximate – often a pet's illness will not follow a conventional course. We will provide the details of the price of any medicine stocked or sold on request.

### **Return of unused drugs**

Drugs which have left the premises and are no longer fit for resale cannot be refunded. These can be accepted back into the practice for disposal only.

### **Equine health insurance**

We strongly support the principle of insuring your horse against unexpected illness or accident. We are willing to do direct claims for the majority of insurance companies subject to certain conditions. If you would like us to process a direct claim on your behalf, please note that we require you to pay in full any excesses, deductions & treatments not covered by your insurance company. Please note the responsibility of the debt incurred with Donaldson's Farm & Equine Ltd. remains yours, even for insured animals.

### **Registration**

It is important for us to maintain accurate records of our clients and patients. In order to do this, we will often ask you to confirm the details we hold. If your details change, please inform us so we may ensure our database is as up to date as possible.