

Terms and Conditions of Business

Registration

This document sets out the terms of the contract established between us (ProStock Vets Ltd) and you (the registered animal owner or individual requesting veterinary services) which comes into being when you register your animals with our veterinary practice or when you ask us to provide veterinary services.

It is essential for us to maintain accurate records of our clients and animals. To do this we occasionally ask you to confirm the information we hold. If there are any changes, please let us know so we can update our database. We will keep your data secure and comply with General Data Protection regulations. Further details are on our Privacy Policy which is available on our website and by request.

Fees

An invoice and Statement will be sent out at the end of each month.

Please ensure all invoices are paid in full within 30 days of invoice date.

All professional fees and medicine charges are subject to VAT at the current rate.

Methods of payment

You may settle your account using: BACS (bank details are shown on our invoices), Cash and Cheques payable to ProStock Vets Ltd or Direct Debit, (ask for further details) Please use your invoice number as the reference.

Settlement terms- We aim to provide a first-rate service and to keep our prices as competitive as possible.

All accounts which are not settled within these terms will be subject to Statutory interest charges of 8% plus Bank of England base rate accruing from the date payment should have been received until final settlement and becoming no longer eligible for the 10% Discount automatically given upon registration with us. An administration fee will be chargeable each time a letter is sent with reference to a debt. After due notice to a client any overdue accounts will be referred to a debt collection process and further Debt Recovery charges will apply as per Late Payment of Commercial Debts (Interest) Act 1998.

If for any reason you are unable to settle your account, please let us know and the matter can be discussed as soon as possible. Any cheque returned by our bank as unpaid will result in the account being restored to the original sum with further charges added in respect of bank charges and administration costs.

All visits not cancelled before the vet arrives on farm will be charged for.

Out of Hours policy

Should your animal require Veterinary attention outside of surgery hours, we provide **24hr Emergency Veterinary** cover. Phone 01267 233266

- Standard Day Visit Mon-Fri 8am-5pm, Saturday 8am-12pm
- Routine Visit (pre-booked regular work at least 12 visits per year, minimum 40 minutes per call)
- Early out of hours supplement 6am-8am Mon-Sat, 5pm-10pm Mon-Fri, 12pm-10pm Saturday.
- Late out of hours supplement 10pm-6am Mon-Sat, Sundays, Christmas, Boxing Day & New Year's Day (Normal charges and hours apply to other Bank Holidays)
- Additional supplements (distances from staffed offices) 15-25 miles, 25-35 miles, 35-45 miles

Prescription Policy

We can only provide prescription medications for animals under our care. This means that the Veterinary Surgeon must examine your animal before dispensing medication.

General

ProStock Vets may contact you either by letter, phone, text or electronic means in order to advise you of an outstanding account, treatments and any marketing offers that might be of benefit to you. Please inform us if you wish no contact

to be made. However, please be aware that this will remove the ability of the Practice to send any beneficial communications.

Medicines Orders & Returns

To help efficiency, avoid disappointment and save your time please place orders during office hours the day before required.

Payment will be required for perishable products (e.g. vaccines) at the time of collection. Discounts may be available for payment on collection, please ask for further details.

Due to Veterinary Medicines Directorate Temperature regulations & for Biosecurity reasons, **no returns & refunds** are available for medicines once we have dispensed them. PLEASE CHECK ALL ORDERS BEFORE LEAVING OUR PREMISES.

Office Opening hours

Glyn Hebog- Head office hours 8am-5pm Mon- Fri (except Christmas, Boxing and New Year's days) Open all other Bank Holidays

8.30am-12pm Saturdays, Closed Sundays

Complaints

ProStock Vets' Veterinary Practice is committed to providing an exceptional standard of service and care.

We realise however that things can sometimes go wrong and there may be occasions when you feel your expectations were not met. When this happens, we want to hear about it so that we can try to put things right.

Any complaints about products, services or unresolved queries relating to accounts should be made in writing to the directors within 14 days of arising to our Head Office address below:

ProStock Vets Ltd
Glyn Hebog
Llysonnen Road
Carmarthen
Carmarthenshire
SA33 5DX

Registered as a limited company in England and Wales number 08442125
Vat Reg number 108 1741 36

www.prostockvets.com

Directors: S.W. Fenemore J.S. Marsman C. Tudor S.J. Davies

Thank you for your support and business.

26/02/2020

Other Offices at :

Llangadog Branch

Manordeilo
SA19 7BN

Teifi Branch

Unit 1, Llain
Crymych
SA41 3SS

Lampeter Branch

Unit 17 Lampeter Business Park
Tregaron Rd, Lampeter
SA48 8LT

Carmarthen Mart

Unit 2
Livestock Mart
Carmarthen
SA33 5DR

