

FARM CLIENT

Terms and Conditions



1. Our commitment to you. We aim to provide you and your stock with a first class service and with the highest standard of treatment and care.

2. Fees. All fees, consumables and drug charges are subject to VAT at the current rate. Fee rates are determined by the time spent on a case and according to the drugs, materials and consumables used. Details of our fees are available on request and a detailed invoice is provided at the end of each month.

3. Settlement Terms. Accounts are processed and invoices issued at the end of every month. Payment is requested within 28 days of the invoice date.

4. Methods of Payment – Your account may be settled using cash, cheques with a current banker's card, credit or debit card or BACS transfer.

5. Overdue Accounts - In the event of non-payment within one month, further reminders will be sent. Bishopton Veterinary Group reserves the right to apply a 5% interest over current bank base rate charge to any overdue account. Clients who fail to make satisfactory payments with ourselves will be placed on a bad debt list. They maybe subject to County Court action where they may have a County Court Judgement (CCJ) against them. Such action will involve additional costs whilst collecting the debt. This may lead to clients being seen on a "pay at the

time only" basis. Clients who persistently fail to settle their invoices with us may be given written notice of our intention to no longer carry out their clinical work. Any cheque which is returned unpaid, any credit card payment which is not honoured and any cash tendered which is found to be counterfeit will result in your account being restored to the original sum together with any fees incurred in the process.

6. Complaints - Whilst we hope that our service does not give you cause for complaint, if you do wish to complain please contact the Partners.

7. Ownership of records. Case records, radiographs and similar documents are the property of and will be retained by Bishopton Veterinary Group. Ownership of the records such as radiographs or ultrasound scans remain the property of the Practice. Upon request, copies of the records and your stock's history can be passed onto another veterinary surgeon.

8. Variation in Terms and Conditions of Business. No addition or variation of those 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 vary these terms and conditions in any way.

Committed to long term partnerships supporting British livestock farming



Contact us

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