

terms & conditions



■ Wright & Morten Equine – Terms & Conditions

1. Our Commitment to You – We aim to provide you with a first class service. We aim to provide your horse or pony with the highest standard of treatment and care. Where we cannot quickly diagnose and treat the cause of your horse's problems, we aim to refer your horse as quickly as possible. This may mean internal referral to other members of the team with particular interests, referral to our visiting specialists or external referral to centres of excellence within the UK.

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 for every consultation, procedure or transaction. Estimates can be provided upon request.

3. Methods of Payment – Accounts are invoiced on the 1st of every month. Our payment terms are 28 days. Your account may be settled using cash, cheques with a current banker's card, credit or debit card or BACS transfer.

The Free Visit Zone applies to varying areas of the practice on a rota basis over the week. This gives the clients in varying regions of the practice the chance to have a free visit for routine work. To be eligible for this, you must phone us by 12.00pm the day before the visit. We will be able to give you an approximate time for the visit by 4.00pm the day before the visit. Please note this time may be subject to change based on emergencies that come in throughout the day. Clients using the free visit scheme are asked to pay for the work on the day.

4. Estimates of Treatment Costs – We will, upon request, be pleased to provide an estimate as to the probable costs of any treatment. Please bear in mind that an estimate given can only be approximate, and that the actual costs may vary with the changing clinical needs of the patient.

5. Settlement Terms – Payment will be requested at the time of treatment for the first three times we see a new client. After this time, new clients can be invoiced in the same way as existing clients. Accounts are processed and invoices issued at the beginning of every month. Payment is requested within 28 days of the invoice date. In the event of non

payment within one month, further reminders will be sent. Administration charges will be added to the account, and these will accumulate if the debt remains unpaid.

Overdue accounts will be subject to further administration charges. Clients who fail to make satisfactory payments with ourselves will be placed on a bad debt list. They may be 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. Inability to Pay – If you find yourself in the unfortunate position of being unable to pay your account, please discuss the matter as soon as possible with a member of staff. Installments or part payments of accounts may only be sanctioned with the express permission of a partner.

7. Equine Health Insurance – We support the principle of insuring your horse against injury or illness. This is a great relief to many clients as it will provide some financial support should their horse become unexpectedly ill. We will process your claim forms rapidly, but you will still receive invoices whilst the account remains in debt. It remains your responsibility to liaise with the insurance company over the processing of the claim.

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

9. Prescriptions – We are able to provide you with all the medication your horse will need without recourse to a prescription. This will be given to you at the time of the consultation. Alternatively we will arrange for the medication to be dropped off at your yard or picked up from any one of our premises. Written prescriptions are available upon request, and are subject to a charge.

10. Ownership of Records – Case records, radiographs and similar documents are the property of and will be retained by Wright & Morten Veterinary Surgeons. Ownership of the records such as radiographs or ultrasound scans remain the property of the practice. Upon request, copies of the records and your horse's history can be passed on to another veterinary surgeon.

11. Variation in Terms and 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 vary these terms and conditions in any way.

dedicated equine healthcare

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