

Terms of Business for Agricultural Clients

We aim to offer a first-class agricultural service at a reasonable cost and we try to ensure that the business is efficient, simple and maintains low overheads. We operate differently to conventional veterinary practice in that we don't generate most of our revenue on the back of sales of pharmaceuticals; medicines are sold at as low a cost as we can.

Fees

All fees, consumables and medicine supplies are subject to VAT at the current rate. Fee levels 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 but please bear in mind that this can only ever be approximate – costs and treatment may vary depending on the course of disease.

Invoices

Invoices for work and products are invoiced at the end of each calendar month. Our payment terms are **settlement within 21 days** (we have to pay our medicine suppliers within 14 days). We do not offer credit facilities as this allows us to keep the cost to yourselves down and helps you to keep pace with your own financial situation. No further work will be undertaken or medicines supplied for any client who has not paid their account on time. We are very strict on this point as we are working to a tight margin to keep costs down. BACS payments are encouraged and we can also accept cheques and credit cards. Unpaid invoices are subject to interest at 2.5% per calendar month and fees relating to debt collection.

Medicines

Medicines can be collected from our clinic in Fort William and by prior arrangement in Mallaig, Kinlochleven or delivered by post. Please do give us orders in advance, so that we can keep our stock levels to a minimum.

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.

Feedback and Complaints

We are always pleased to receive feedback on the service we provide. Please let us know what you think. Whilst we hope that our service does not give you cause for complaint, please contact the Practice Management in the first instance.

Liability

We carry professional indemnity insurance in the sum of £150,000 per vet. We supply services and supplies to clients on the condition that the vets' liability arising from any loss shall not exceed that sum. If a client wishes a higher level, then this can be requested in writing.

Variation in Terms and Conditions of Business

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

Data Protection

We are registered with the Data Protection Act to keep your information for accounting and record purposes. We will not divulge your details to other agencies except for the administration of government animal health schemes or debt collection purposes. We will use the data that we have on file to contact you with information beneficial to your animals' health, for example vaccination reminders, other products that may be relevant and newsletters.

HIVSS

The Highland and Islands Veterinary Services Scheme (HIVSS) was set up in 1915, to ensure that animal health and welfare is safeguarded in remote areas amongst people who might otherwise be unable to incur vet costs. Our practice receives a modest grant toward the costs of providing services to crofters only. The Scottish Government defines eligibility to those who are wholly or partly dependent on their croft for their livelihood; other land-based workers such as estate workers and gamekeepers may also be eligible. The fee is set by the Scottish Government and covers the inspection of the first animal or batch of animals only. It does not include surgical procedures or medicines.