

## Terms of Business: Farm

The following notes explain our terms of business. Should you require further explanation please ask to speak to our Practice Manager or one of the Partners.

### Fees

All fees, drugs, shop products and services are subject to VAT at the current rate. Payment is required at the time of ordering or collection for drugs unless you pay by monthly direct debit, and for other fees within 30 days.

All outstanding balances will be subject to interest charges being applied to the account one month after treatment and every subsequent month thereafter until the balance is cleared, as advised on our invoices.

If accounts remain unpaid we will make contact to advise of the balance due. Any additional charges incurred in the collection of the debt such as court fees will be added to your account.

### Ownership of Records

Case records are the property of and will be retained by Scarsdale Veterinary Group. We are always happy to discuss the records with you and will send copies of the records to another veterinary surgeon should you move away or if a second opinion is required.

### Complaints

We do try hard to provide high standards of veterinary care and service to our clients. If however you feel that we have fallen below your expectations please contact or write to our Practice Manager who will be happy to discuss your concerns with you. If you fail to get a satisfactory conclusion to your complaint, please write to one of the Partners and if you still fail to have your complaint resolved and you feel it is of a professional nature then you may write to our professional body: The Royal College of Veterinary Surgeons, Belgravia House, 62-64 Horseferry Road, London, SW1P 2AF

Please note that all of our telephone calls are recorded for quality and training purposes.

