

## **Review of Payment Terms and Conditions**

IVC have recently reviewed their terms and conditions regarding payment. Part of this review comes from our need to improve our accounting and payment terms which are an integral part of the efficiency and viability of our service provision in the future. This review is to bring payment terms more in-line with our small animal services. Payment terms will be 7 days from date of invoice, except for zone visits and specially arranged procedures that remain pay on the day. Also, in-line with our small animal services, medication orders will require payment at time of collection or postage. Having a level playing field in terms of payment will result in a much clearer and focused approach to our provision of veterinary services to you, which is our main aim.

Going forward any debt balances which are not settled before aging over 30 days, will compromise our ability to provide services to you and we may have to involve a debt collection agency; which is something we have not done previously. If we send a debt to the collection agency, it automatically incurs a 15% interest fee plus an administration fee from the agency. These charges are non-negotiable and are not refundable.

Using a debt collection agency is not something we want to do and we would ask you to contact us as soon as possible if there are likely to be any reasons why you are unable to comply. We ask that any clients with an existing outstanding debt make every effort to clear this with us as soon as possible and to settle their accounts within the above timescale in the future. The preferred methods of payment are Cash, Card, or online payments via our website.

Please be assured that it is important to us that we continue to strive to deliver the highest standards of care and service to you all. One new exciting service that will be coming shortly is our Equine Health Club, allowing you to spread the costs of preventative treatments on a monthly basis! This will be advertised in due course. If you would like to discuss the above further, please do not hesitate to give us a call.

We thank you for your continued support and really appreciate your loyalty.

Thank You

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