



Settlement of accounts

Revised terms of business from 23/3/2018

Please note that to bring us in line with neighboring practices this practice will now offer a discount of 5% for payment at the time of treatment.

All invoices must be settled within 14 days of the date of the invoice.

However, **we will be pleased to give a 5% discount off the net price for future accounts settled at the time of treatment by cash, cheque, debit /credit card or bank transfer (by arrangement).** Some items such as invoices for laboratory work, which we receive after the date of examination, do not qualify for discount. The provision of discount is always at our discretion.

In the case of ongoing treatment, payment must be made on each individual visit or treatment to qualify for the discount on each occasion.

When horses are hospitalised at our clinic for either investigation or treatment, payment at the time the patient is discharged will qualify for the discount.

Guide prices given which include discount for payment at time of treatment are only valid if payment is made at that time. The treatment or supplies revert to the non-discounted price if payment is not made at that time. Discounted invoices settled by cheque or card which fail to clear also revert to the non discounted price.

All invoices are liable for VAT; however our discount scheme allows us to levy VAT on many posted invoices as if they were discounted.

Settlement of accounts for insured animals remains the client's own responsibility within our standard 14-day terms. We do not authorise clients to instruct insurance companies to pay us directly. An administration fee of £15 may be charged for the completion of insurance paperwork.

Settlement of accounts remains the client's own responsibility at all times. Accounts cannot be assigned to or sent to third parties. It is the client's responsibility to arrange settlement.

We are unable to come to any credit agreements with clients, but we are happy to accept payment by credit card.

When an account still remains unpaid thirty days after the fourteen day settlement terms, interest at 5% will be added to the account for that thirty day period and invoiced to the client. The account will continue to attract interest at 5% until it is settled in full. Interest may then be added every 14 days.

Costs associated with cheques returned unpaid will be the responsibility of the client.

Any costs associated with pursuing outstanding accounts will be added to the outstanding account.

In the event of legal action being brought on our behalf to recover outstanding accounts the costs associated with bringing the action will be added to the outstanding account.

**Payments can be made by bank transfer to the following account – John Dunsford & Associates
Barclays Bank Sort code 20-20-62 Account number 10505854**

Payments can be made by telephone using debit or credit cards during office hours of 8.30 am to 5pm Monday to Friday.

