

27 November 2015

Dear Client

We are well aware of the significant strain the dramatic drop in the oil price has put on the local economy. We value and appreciate your custom and want to do what we can to help. As a 100% equine practice want to be sure that we offer the best value for money equine care for everyone. We have three full time 100% equine vets and we all share the same ethos of "Putting your horses first". We want to ensure that our costs do not stop you calling us when you need to so from 1st December 2015 we are introducing some significant price reductions.

New lower visit fee

We have significantly reduced our visit fee and from 1st December our daytime visit fee within the practice area is now £37.50 including VAT, but if the invoice is paid within 15 days you will get a prompt payment bonus of £7.50 off your next bill. You can choose to pay at the time or prior to a visit and you will only pay £30. We have also simplified the shared visit charge. For a two way shared visit after discount the effective cost each will be £15, £10 if there's three of you and £7.50 each if there's four. Book in five or more horses at the same time and we will waive the visit charge.

Increased prompt payment Bonus

We have always rewarded our loyal customers who pay on time with a 10% prompt payment bonus which is taken off the next invoice. In order to encourage everyone to pay on time and also to reward those who pay within 15 days our prompt payment bonus is increasing to 20%. All our procedure and examination prices including sedation, vaccinations, dentistry, ultrasound and x ray plus all medical and surgical procedures such as castrations etc. plus other visit charges will remain the same so you will benefit from a significant discount on our previous prices. A copy of our terms and conditions is on the reverse of this letter.

New price for shockwave treatment

We are really excited about the success we have had treating certain types of lameness with our shockwave machine. We wish to make this treatment more affordable and the effective prices after discount will now be £100 including VAT for a single treatment and £350 including VAT for a course of four treatments for a single lesion. If a second lesion is treated at the same time this will be 50% extra.

Investing in your horses future

As a 100% equine practice all our investment is geared to providing a better service for you and your horse. As well as shockwave we have a fully mobile digital X ray system, scanners, endoscopy, an excellent range of dental equipment plus mobile ECG monitoring and now a horse side blood test analyzer specifically to make more informed decisions in complex colic cases. Our training budget is also dedicated to ensuring we are able to offer the most up to date techniques. Natalie has just been on an equine dental course at Newmarket and Hannah is on an equine ophthalmology course today. Keep an eye on our Facebook page to see their updates.

Yours faithfully



JimDukes
BVM&S, MRCVS



Putting Your Horses First

Terms and conditions for accounts (Please note additional liability for outstanding accounts)

Dukes Veterinary Practice Limited, hereinafter called the company, has revised our trading terms and conditions for all customers. These terms and conditions relate to the supply of any goods or services by the company to (you) the client.

Payment

We always try our best to provide all our clients with a prompt, efficient, skilful and courteous service. In return we would ask that you settle all fees either at the time or as soon as possible afterwards.

Payment methods

Where practical the client can pay at the time for any goods and services. So long as the client's account is not in arrears, paying at the time will qualify for an immediate 20% discount. Payment can be made by cash, cheque, debit or credit card by telephone or by internet payment. The company should be notified by the client in the event of an overpayment being made.

Payment on account and prompt payment bonus

The company does not automatically agree to open an account for any client. The company reserves the right to seek references from employers, other suppliers or the client's bank before opening an account for any client. Where the company agrees to accept payment on account payment must be made within 15 days from date of invoice. If payment is made and received by us within this timescale we will give a prompt payment bonus equivalent to 20% of the invoice value off the client's next account invoice. The prompt payment bonus is valid for 12 months from date of issue. It is the client's responsibility to ensure that the payment reaches the company on time. The company accepts no responsibility for delay in payments reaching us.

Late payment fees

If payment is not received within 30 days of the invoice date then the company will charge an administration fee to cover the costs of recovering the debt of £15 per month plus 1% interest per month on the outstanding balance which is payable immediately and will be added immediately to the account balance. The company will charge this administration fee plus interest at the end of every month where the account remains in arrears and this fee will be added immediately to the account. **To avoid these charges please pay your account on time.**

The administration fee may be waived in exceptional circumstances at the company's discretion if the client arranges to and is paying the account off in several regular payments, but 1% interest per month on the outstanding balance will be added to the account at the end of every month.

Outstanding accounts

In addition if the Client defaults on payment the Company reserves the right to place the matter in the hands of their recovery agents, without prior warning in writing, and shall be entitled to a full reimbursement of any fees or disbursements paid to the debt recovery agent to aid recovery of the monies outstanding to the Company. **This fee will be a minimum of 20% of the outstanding debt or £36 whichever is the greater in addition to outstanding fees.**

Property of goods

All goods and services supplied by the company remain the property of the company until they have been paid for in full. The client grants the company or its officers a right of access to these goods for recovery wherever the goods may be.

Provision of services

If any account is not paid in full within 30 days of the invoice date the company reserves the right to refuse to supply any further goods or services to the client including in an emergency, even if payment is subsequently made.
