

Payment terms: companion animals

- Our payment terms are payment on the day in full.
- All animals being treated must have an active client file with us.
- A client sign-up form will need to be completed along with a copy of a current government-issued photo ID to register as a client.
- We reserve the right not to take on new clients and to exit clients and their animals from our register.
- Estimates for procedures must be paid before work will commence. If the cost comes in below the estimate you will be refunded any excess paid. If the cost comes in above the estimate you will need to pay the remainder owing in full on the day.
- Fees for referral work, laboratory samples, and work that is done offsite or not complete on the same day will be charged out at a later date. Payment for this is expected within 7 days of being invoiced.
- A minimum of 24 hours' notice is required if you/your pet/or representative will not be able to attend your appointment, to avoid a cancellation charge equivalent to our current consult fee.
- A 2% penalty will be charged monthly on overdue invoices.
- A monthly account maintenance fee of \$10+ GST will be added if not paid within 7 days.
- For all posted accounts a \$5 + GST postage fee is added.
- All costs incurred in the recovery of unpaid accounts shall be the responsibility of the owner/registered client. If a solicitor, debt collector or other such agent, is instructed by Global Veterinary Services to recover money owed, the buyer agrees to pay the solicitor, debt collector's agent's reasonable fees and disbursements as charged to Global Veterinary Services in full.



Global Veterinary Services