

TERMS AND CONDITIONS OF PARK VETS HEALTH CLUB

Your payment plan is administered by:

THE ANIMAL HEALTHCARE COMPANY LTD
4 Bridge Road Business Park
Bridge Road
Haywards Heath
West Sussex
RH16 1TX

General Plan Notes & Conditions

1. The cost, content and delivery of the goods and or/service paid for by this Plan is agreed between you and your Supplier (Park Vets).
2. Your Plan only remains in force if you pay your monthly instalments, without default.
3. If you need to change any collection dates, contact Animal Healthcare Ltd THREE working days prior to the due date. We will not charge for this amendment. However, you will be charged an administration charge of £10.00 if any of your direct debit instalments are returned to us unpaid.
4. If your Plan is an annual contract it will be automatically renewed by Animal HealthCare Ltd. The renewal will be subject to a one off charge of £1.50. This charge will be added to your direct debit schedule for collection. If you wish NOT to renew for a subsequent year, then you should notify us 21 days prior to your expiry date.
5. You MUST be over 18 years of age.
6. The Plan is not transferable.
7. There is no insured benefit. THIS IS NOT AN INSURANCE POLICY.

Cancellation

This Plan may be cancelled at any time at your written or verbal request. Upon cancellation, you will be liable to settle the difference between the total cost of the goods and/or services received by you less the total amount collected by Animal healthcare Ltd to date. Any outstanding balances MUST be paid within 10 days upon request from your supplier (Park Vets)

The Plan may also be cancelled at any time at the written request of your Supplier (Park Vets) or Animal Healthcare Ltd.

Complaints Procedure.

Should you have any cause for complaint on any aspect of the administration of your direct debit, you should contact:-

The Managing Director
Animal Healthcare Ltd
4 Bridge Road Business Park
Bridge Road
Haywards Heath
West Sussex
RH16 1TX

Tel: 0844 800 8548

Fax: 01273 371069

Email: info@animal-healthcare.co.uk

The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit the Animal Health Company Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request The Animal Healthcare Company Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of Your Direct Debit, by the Animal Healthcare Company Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when the Animal Healthcare Company Ltd asks you to.
- You can cancel a Direct Debit at any time simply by contacting your bank or building society. Written confirmation may be required. Please also notify us.