



KIMBERLEY VETERINARY CLINIC

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TERMS AND CONDITIONS AT TILL POINTS

The client/customer hereby acknowledges that the goods received are in good order and that he/she is fully satisfied with the manner in which these were delivered, the packaging thereof, including the inspection by him/herself and therefore fully agree that the goods satisfy the requirements of the purchase thereof.

We welcome any legitimate/honest consumer complaints subject to the following:

- The client/customer should have read the packaging of the product to ascertain whether or not the product contains any ingredients that its pet/animal is allergic to. The client/customer accepts that **KIMBERLEY VETERINARY CLINIC** cannot be held liable for any harm that may occur to the pet/animal due to failure to read warnings and other information provided on the packaging.
- The client/customer **will not claim a refund or remedy** and **accept full responsibility** should the goods be **damaged due to misuse, abuse or gross negligence** on his/her part. It is also accepted that these foregoing factors will vitiate the warrantee and/or guarantee.
- The client/customer shall immediately submit to the business/seller a reminder of any product that has been found to be harmful or defective or wanting in any other respect, in its original packaging and with proof of purchase. This should be done **within 24 hours** of discovering the defect or harm, whichever might be the case. In order to be a valid claim, the client/customer must support the claim with original proof of tax invoice/payment.
- All clients/customers must adhere to this notice, and select their products/service carefully. **KIMBERLEY VETERINARY CLINIC** will not be liable for any incorrect goods purchased.
- All clients/customers must check their change and purchased goods before leaving the store. **KIMBERLEY VETERINARY CLINIC** will not be liable for any incorrect change received or incorrect goods purchased or not received.
- **KIMBERLEY VETERINARY CLINIC** cannot be held liable or responsible for recommendations made and medicine supplied in instances where the patient was not examined. **KIMBERLEY VETERINARY CLINIC'S** recommendations are purely based on the information supplied by the customer. We therefore advise that the animal be brought into **KIMBERLEY VETERINARY CLINIC** to be examined to ensure the correct recommendations and medicines are supplied.
- In the event the Customer elects to return goods or cancel goods on order, the Supplier at its absolute discretion reserves the right to charge a handling fee of at least 10% on the amount involved. This excludes special orders and cold chain products such as vaccines. These are non-returnable and the client/customer will **NOT** receive a refund.