

## 14 Day Account Application

### Section 1 – Applicant Details

First Name: ..... Surname: .....

Business name *(if applicable)*: ..... ABN: .....

Drivers License Number: ..... PIC: .....

Street Address *(not a PO Box)*: .....

Postal Address *(if different)*: .....

Telephone Number: ..... Mobile Number: .....

Fax Number: ..... Email Address: .....

How would you prefer to receive accounts?       Email     Post

Employer name:..... Phone number: .....

Employer contact name:.....

### Section 2 - Applicant Declaration

I/we hereby apply for a 14 Day Trading Account with Tableland Veterinary Service. All information provided in this application is correct to the best of my/our knowledge.

I/we agree to Tableland Veterinary Service obtaining and/or providing personal credit information about me/us from and/or to a credit reporting agency or other credit provider in relation to credit provided by Tableland Veterinary Service, in accordance with the Privacy Act.

I/we accept and agree to all account terms stated. I/we understand that overdue amounts will attract an account fee of \$5 per month plus 1.5% of overdue amounts and agree to pay such charges where applicable.

In the event where overdue amounts are referred to a debt collection agency and/or law firm, I/we agree to be liable for all costs which would be incurred as if the debt is collected in full including all legal and legal demand costs.

#### Applicant Signature

#### Witness or Tableland Veterinary Clinic Staff

Full Name:	Full Name:
Signature:	Signature:
Date:	Date:

## 14 Day Account Terms & Conditions

### 1. Applying for a 14 Day Account

When applying for a trading account, clients are required to complete the *14 Day Account Application* form. The applicant will be advised the outcome of their application in writing. The account is effective only following the satisfactory approval of the application.

As part of the application process, clients will be required to provide a copy of identification, such as drivers license or Medicare card.

### 2. Using the account

Only property visits by a veterinarian are able to be charged to a 14 Day Account. All small animal services and counter sales must be paid for at the time of service.

### 3. Issuing of invoices and statements

Invoices will be issued within 48 hours of service, and are payable within 14 days of the date of service. You may elect to receive the invoices via email or post.

Account statements will be generated on a calendar month cycle, with the statement issued within 14 days of the end of month. Statements will be sent via post or email. Replacement copies of account statements can be obtained by calling the accounts team on 07 4096 7500.

### 4. Payment of account

Payment of account statement balance is due within 14 days of the date of service.

Payment can be made via:

- Cash, cheque or EFTPOS at the reception of any of our branch clinics;
- Cheque via post;
- Credit card over the phone;
- Electronic funds transfer to our bank account, details of which are printed at the bottom of the invoice and account statement;
- VetPay or ZipPay under their terms and conditions of service.

Receipts for payment will not be issued unless requested at the time of payment. Payments will be allocated to the oldest outstanding balance first.

### 5. Overdue accounts

Accounts overdue by more than 30 days are subject to an account keeping fee and interest charges. Overdue accounts incur a \$5 account keeping fee for each month overdue. Interest is charged at a rate of 1.5% per month on the total overdue account balance.

Once accounts are in arrears by over 30 days, the Account Recovery Procedure will be initiated.

### 6. Dispute of billed amount

If there is a dispute regarding the amount or nature of a job billed on the account statement, notice of the objection is to be made in writing to the Business Manager prior to the payment due date.

All objections and disputes will be addressed in accordance to the Tableland Veterinary Service Complaints Policy.

### 7. Returns and Refunds

Unused prescription medications cannot be returned for refund.

Returns of prescription medications for refund can only be made if the product is faulty or sold past its expiry date. These returns must be made within 7 days of purchase.

Any item that requires refrigeration cannot be returned for refund.

Where palatability is an issue, pet foods may be returned for a full refund. Opened packets must be returned with at least 75% of the product remaining within 7 days of purchase.

If you suspect that an item purchased from Tableland Veterinary Service has a manufacturing fault, it should be returned to the clinic with proof of purchase for assessment. If a fault is established, a full refund will be offered.

## 8. Account Recovery Procedure

When the account reaches 30 days overdue, the account holder will be contacted by the accounts team advising that the account is overdue to seeking payment as soon as possible.

When the overdue amount reached 90 days in arrears, the Account Receivable team will seek to negotiate a payment schedule to assist the account holder meet their payment obligations. A written agreement for the negotiated payment schedule will be issued. We encourage all clients to communicate with us regarding possible payment delays so that a mutually suitable plan can be agreed.

If the negotiated payment schedule is not adhered to, the accounts team will issue a Final Notice letter. This letter will outline a payment deadline for all overdue amounts. At this stage, the trade account will be suspended and cash payment will be required at the time of purchase for any goods or services provided by Tableland Veterinary Clinic.

If payment is not made by the deadline outlined in the Final Notice letter, the account may be referred to a Debt Collection agency.

### Office Use Only

Date received: ..... Received by: .....

Drivers License Number: .....

Medicare Number: .....

Copy of Identification obtained?:  Drivers License  Medicare Card

Notes:.....

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**Outcome:**  Approved  Declined

Processed by: ..... Date Letter Sent: .....