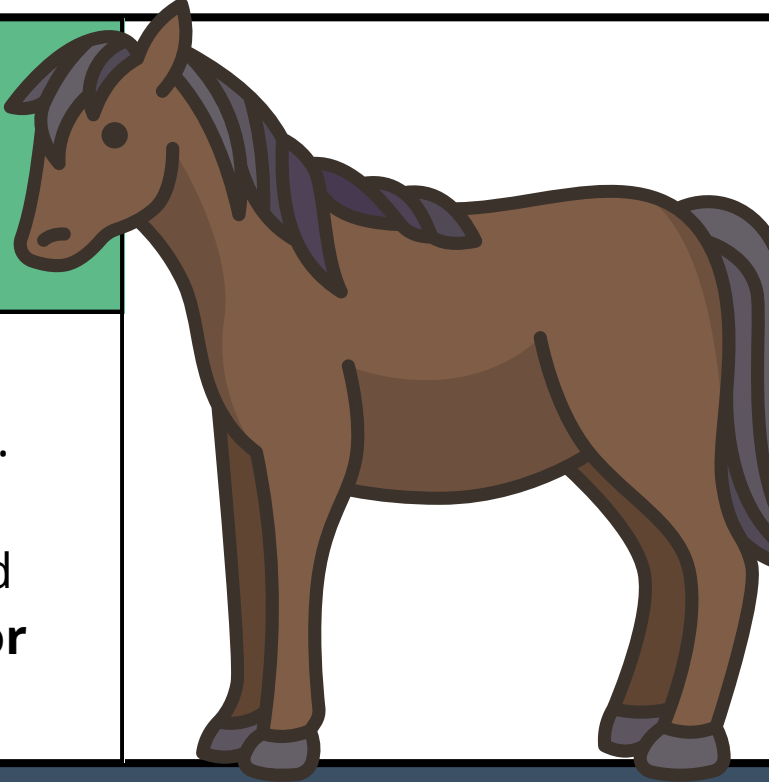
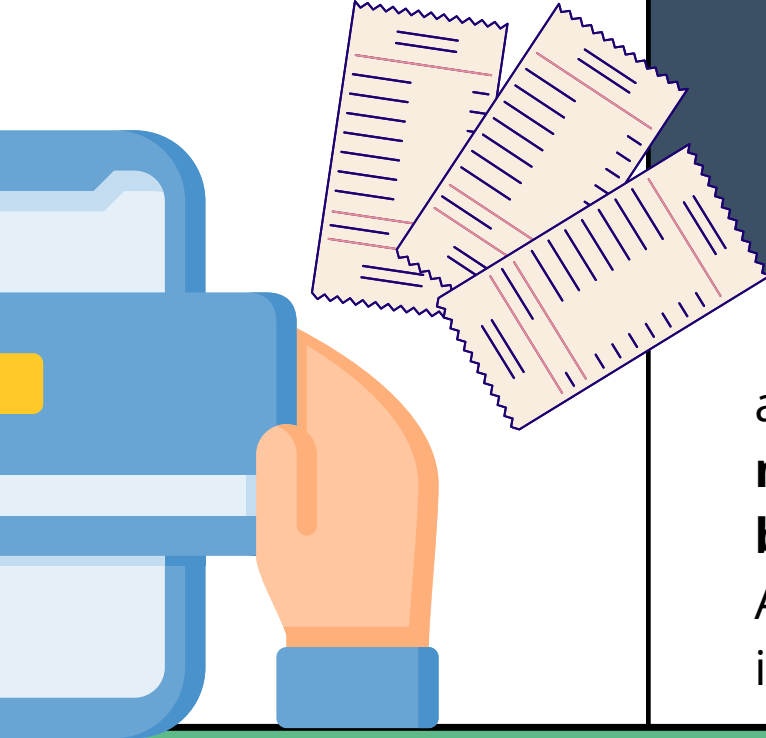


PRE-PURCHASE EXAMINATION FAQ'S



<h2>What Is The Purpose Of A Pre-Purchase Examination?</h2> <p>A pre-purchase examination offers an evaluation that reflects the horse's condition and health at a specific moment in time. This evaluation provides valuable insights based on the information available during the examination but may not encompass the complete history or account for potential changes in the horse's health, condition and behaviour over time. The vet will subsequently provide their opinion on the balance of probabilities, if the horse is suitable for your intended purpose.</p>	<h2>What Is Your Deposit And Cancellation Policy?</h2> <p>A £60 non-refundable deposit is required to secure and confirm your booking. A booking slot is not considered confirmed until a deposit is received. We will not hold appointment slots without a deposit paid in full.</p> <p>Should you wish to cancel your appointment, please alert us as soon as possible. In the event of late cancellation, you may be liable for additional costs, such as fuel or day rates, which may exceed the £60 deposit fee you have paid.</p>
<h2>Can I Speak To The Vet After The Vetting?</h2> <p>If requested on the booking form, the attending veterinary surgeon will provide a telephone consultation once the pre purchase examination has been paid for in full. The attending veterinary surgeon may not be able to call you immediately after the examination, and you may have to wait until the vet has availability in their schedule and adequate telephone signal to discuss the findings. We strongly recommend waiting for your vetting certificate before making any purchase decisions.</p>	
	<h2>What Are Your Payment Terms?</h2> <p>Once the examination has finished, and the vet's notes are available to the office, an invoice for the fees confirmed to you via email will be generated. Payment minus the deposit paid to secure the appointment will be processed on your behalf using the card details used to pay the £60 deposit.</p> <p>A receipt of payment will be emailed to you. If you require a copy of your paid invoice, please contact the office.</p>
<h2>When Will I Receive My Vetting Certificate?</h2> <p>Please allow for up to 3 working days to receive your vetting certificate. It is important to allow the attending veterinary surgeon adequate time to formulate their opinion on the suitability of the horse for your intended purpose. The certificate will be emailed to you once it has been produced by the vet, and signed off by the office. We understand that waiting for your certificate can be nerve-wracking, but please be assured that your vetting certificate will be emailed to you as soon as it is ready.</p>	