



Our Service
&
Terms & Conditions

These terms and conditions provided by N R Brown Farriers Ltd supersede all previous representations, understandings or agreements.

A copy of these terms and conditions is available at all appointments, and is always available on our website for review.

These terms and conditions must be agreed prior to work commencing. Confirmation of an appointment date and time with N R Brown Farriers Ltd is an acceptance of these terms and conditions.

This Agreement shall be governed by English Law.

N R Brown Farriers Ltd Company Number: 08619536, Registered in England and Wales

VAT registration number: 771 8758 81

1) Our Service

Appointments are usually made by telephone and a day and time will be offered closest to your requirements. At particularly busy times it is recommended that the client makes an appointment in advance to help ensure that the time offered is convenient.

New clients must provide N R Brown Farriers Ltd with their full postal address, contact phone number and email before any work is undertaken.

From time to time appointments may need rearranging and it is the client's responsibility to ensure that as much notice as possible is given so that a more suitable time may be found.

We reserve the right to charge a £20 cancellation fee for cancellation of appointments with less than 48 hours notice.

We will endeavor to keep to time as accurately as possible and will contact the client if possible to advise if we will be earlier or later than stated.

2) Hoofcare

N R Brown Farriers Ltd strive to offer the very best hoofcare for your equine, suitable to his needs and the work that he is doing, taking into consideration the condition that his feet are in and your requirements as the client.

It is essential for a farrier and client to communicate to ensure the best care for the equine's feet. Please keep N R Brown Farriers informed of any concerns, changes in the condition of your equine's feet that you may have noticed or any anticipated change to his workload or management.

As recommended by the Farriers Registration Council in the article, 'Clients Responsibilities to the Farrier' –

"It is the client's responsibility to provide:

- a clean, dry standing with good light and a non-slip surface
- a secure, safe ring to which the horse can be tied
- protection from rain, wind and bad weather
- a properly fitted, sound head collar/halter with a good rope of adequate length
- competent assistance available should the farrier require it

The client should:

- ensure that the shoeing area is safe for horse and farrier
- ensure that the horse is used to being handled and, if appropriate, has a companion animal close by. In the event of a horse being unruly the client or their agent, should agree with the farrier, on the management of the horse
- understand that certain methods of control may be required to preserve life, health and safety and that a farrier has the right to decline to shoe a horse, or to discontinue shoeing, if it is felt that to proceed would compromise his or her own health and safety, that of others, or that of the horse"

In line with this recommendation, N R Brown Farriers reserves the right to withdraw our services should any of the points outlined not be met. These points are not just for comfort or safety, they are to help ensure that farriers can work to the very best of their ability to ensure the highest standard of hoofcare possible.

3) Payment

We operate an online accounting system whereby all invoices are emailed to the client. It is the clients responsibility to ensure we have an up to date email address. If the client does not have an email we will be happy to post the invoice.

If an invoice is not required a receipt for payment made on the day is available.

Invoices are usually emailed the day of the shoeing appointment. The client has 14 days to pay the invoice in full by BACS bank transfer, cash or cheque payable to "N R Brown Farriers Ltd".

Should the invoice be emailed late the 14 day period will begin the day on which the invoice is sent.

Failure to pay the invoice within 14 days will incur a 5% credit charge on the total amount outstanding.

Failure to pay the invoice within 30 days will incur an additional 10% on the total amount outstanding (including the previous 14 day credit charge).

If an invoice is not settled within 60 days any legal costs incurred in securing payment will be chargeable to the client.

We reserve the right to withdraw our services until all invoices are settled in full.

4) Complaints

Informal complaints procedure

A client who experiences a problem with a service provided by N R Brown Farriers Ltd should raise the matter directly with Nigel Brown, Managing Director, at the earliest opportunity. N R Brown Farriers will strive to resolve the issue as quickly as possible.

Formal complaints procedure

The formal complaints procedure can be used when the client does not feel he has had an informal complaint satisfactorily resolved.

A formal complaint should be made in writing to N R Brown Farriers Ltd, who will acknowledge receipt of the complaint and ensure the matter is looked into at the earliest opportunity.

A full and considered response to the complaint will be completed within 30 days of receipt, together with a plan of action for any remedy work which may need completing.

Nigel Brown
Managing Director
Mobile: 07970 786 860
Email: nigel@nrbrownfarriers.co.uk

Claire Brown (Accounts only)
Managing Director
Mobile: 07747 602 978
Email: office@nrbrownfarriers.co.uk