

WHAT YOU NEED TO KNOW — POLICIES

Please keep this document handy, as it gives you the essential information about keeping your subscription running smoothly.

Of course, we are always available and happy to help if you need any more information.

Subscription conditions work on the simple basis that unless we are advised to the contrary by the appropriate deadline, then the quantity and personalised content remains unchanged from the previous printed issue and the most recent layout that we have on file will be provided to the printer.

Please remember that we **MUST** have your changes to our editors by the 5th of the month before the newsletter is published (e.g. 5th October for the November edition). It is your responsibility to provide information correctly (i.e. spelling and grammar) and check your proof thoroughly – this makes production of the newsletter much more efficient.

We also need to remind everyone that the best email address to send your change requests is to **changes@yourvet.com.au**. You will receive an automated response to confirm that we have received your request. If you do not receive an immediate email confirmation, it either means the email was not received by us, or the confirmation may have gone to your Junk Mail. We recommend checking your Junk filter to add us to your 'safe senders'.

Unfortunately, due to the very tight printing schedule, we cannot guarantee any changes can be processed after the deadline. Delays affect the whole print run for hundreds of subscribers. We hope you understand and can work with us to ensure everyone gets their newsletters on time.

DEADLINES

DATE OF ISSUE	DEADLINE TO SUPPLY CHANGES
March (Autumn)	5th February
June (Winter)	5th May
September (Spring)	5th August
December (Summer)	5th November

WWW.YOURVET.COM.AU

TELEPHONE: 1300 661 553 **OR** +61 8 9272 6555 **FAX:** +61 8 9272 5556 **PEX PUBLICATIONS:** PO BOX 813, MT. LAWLEY, WA 6929

ENQUIRES: info@yourvet.com.au **CHANGES:** changes@yourvet.com.au **ACCOUNTS:** accounts@yourvet.com.au

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REMINDERS

While we do send out email reminders to Premium, Regular and some Casual Subscribers, we ask that you do not rely on this completely. There are many reasons why you may not receive your email reminder on time, such as multiple users on one email account, the email going into the Junk Mail folder, technical difficulties, or you may not have had time to get to your emails for a few days when the reminder arrives. It is a valuable **back-up** reminder, but we suggest that you keep a note of the upcoming deadlines so that you don't miss out.

Please note that the email reminder is a courtesy only and customers are ultimately responsible for getting changes through by the deadlines.

FAIR USE

Our subscription options are set up to provide you with the best possible value for your needs and also reward you with discounts for frequent use. Premium and Regular subscribers receive a considerable discount for committing to each issue. We are flexible with this and allow Premium and Regular subscribers to skip an issue every now and then (a maximum of once in a twelve month period) before your discount is affected. Any changes are allowed at any time to quantities and content – this does not affect your subscription.

NEWSLETTER DELIVERIES

All newsletters should be delivered to you by the **1st of the month**.

If you haven't received them by the **5th**, please advise us as soon as you can so we can investigate. Our policy is that we must be advised of any non-deliveries by the **5th** of the month. We are not able to accept claims after this date.

PAYMENTS

Please note that non-direct debit accounts **MUST** be paid by the 20th of the month. Overdue invoices will unfortunately result in the suspension of the account, which means we are unable to print the newsletter until the account is settled in full. Direct Debit is a better option, because it saves you money and costs you nothing.

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