

Limitations of Liability

Revision dated 11 October 2026

What to expect from website information, remote communication and veterinary care.

1. Purpose of this document

1.1. This document explains the limits of the information on <https://shunnukatun.am> and of communication with the clinic “Shunn u Katun” (“Vetmir” LLC). It applies together with the Website Terms of Use. The terms of a particular veterinary service are determined by the contract and the approved Standard Terms.

1.2. These explanations do not disclaim liability for the clinic’s own violations. Mandatory requirements concerning service quality and safety, accuracy of information, consumer protection and personal data protection remain in force.

1.3. In this document, the website means shunnukatun.am and its subdomains operated by “Vetmir” LLC, including sections and projects launched in the future. The general rules apply within the described functions. Before new data processing purposes or material terms of individual services apply, the clinic provides information and obtains separate consent where required. Launching a new subdomain does not extend consent already given.

2. General materials and individual care

2.1. Service descriptions, answers to questions, photographs, patient stories and publications provide general information. They do not replace examination, diagnosis or individual treatment instructions from a veterinarian.

2.2. An individual animal’s recovery story does not guarantee the same outcome for another patient. The prognosis depends on the animal’s condition, illness, timeliness of seeking care and other clinical circumstances. The absence of a guaranteed outcome does not release the clinic from proper performance of its obligations.

2.3. Do not start, discontinue or change treatment solely on the basis of website materials. Contact the treating veterinarian with questions about the prescribed treatment plan; if the animal’s condition deteriorates, act according to the urgency explained by the veterinarian.

3. Urgent conditions and messages

3.1. The website and messaging services are not a round-the-clock emergency service. Sending a message does not mean that it has already been read or that assistance has been arranged. If an animal’s life is at risk or its condition is deteriorating rapidly, available in-person veterinary care is needed.

3.2. The clinic’s normal opening hours are Tuesday–Saturday, 11:00–19:00 Armenia time; Sunday and Monday are days off. Appointments outside opening hours are possible only by a previously confirmed individual arrangement. Continuous attendance by an on-duty veterinarian outside these hours is not promised.

4. Remote communication and external providers

4.1. A general reply to a question about booking or a service is not a remote veterinary consultation. Remote consultations are provided only to customers and patients who have previously visited the clinic in person, under the agreed procedure set out in the Standard Terms.

4.2. The conclusions that can be drawn during a remote consultation are limited by the information available. The veterinarian may require an examination or diagnostic tests and recommend urgent in-person care. Correspondence does not provide continuous monitoring of the animal.

4.3. Links to laboratories, publications, maps, video services and other organisations do not mean that the clinic assumes all those parties' obligations. The clinic nevertheless remains responsible for its own actions and for providers it engages to the extent established by law and contract; a separate referral to another organisation is assessed in light of the agreed service arrangements.

5. Technical errors and accuracy

5.1. Communication failures, update delays and unavailability of individual external services may occur. The clinic corrects identified errors within its capabilities. An apparent inaccuracy in a price, opening hours or a document can be clarified by calling +374 55 895 495 or writing to the clinic.

5.2. A technical failure, a third party's action or a user error does not in itself release the clinic from liability. Causes, causation, obligations undertaken and grounds for exemption are assessed under the law. This document does not declare every failure to be force majeure.

6. Rights and enquiries

6.1. This document does not establish a general exclusion of compensation for harm, a contractual liability cap equal to the amount paid, a prohibition on lawful claims or a transfer to the consumer of a burden of proof assigned by mandatory law.

6.2. For questions about this document and claims: amvetmir@gmail.com; 7 Tumanyan Street, Vanadzor, 2001, Republic of Armenia. The right to apply to an authorised body and a court with jurisdiction is preserved. In the event of a conflict, mandatory provisions of the law of the Republic of Armenia apply.