Payment, service and refund terms

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How invoices are paid at Shunn u Katun, how services are provided without delivery, and how to request a refund.

1. Invoice payment

The payment recipient and service provider is Vetmir LLC, operating the Shunn u Katun veterinary clinic. Address: 7 Tumanyan Street, Vanadzor, Republic of Armenia. Telephone: +374 55 895 495. Payment and refund enquiries: info@shunnukatun.am.

The payment page is for invoices issued by the clinic for veterinary services. The payer enters the invoice number, date and amount in Armenian drams (AMD), then checks the details before paying. If the amount or purpose is unclear, contact the clinic first. An invoice number alone does not provide access to client or patient information.

Online payment is available only once payment acceptance has been enabled on the website. Available methods and the final amount are shown before the transaction is confirmed. Payment credentials are entered on the secure page of the bank or payment system. The clinic does not ask for a PIN, CVV/CVC or one-time banking codes.

Payment is confirmed from the transaction result received from the bank or payment system. Returning to the website alone does not confirm receipt of funds. Keep your transaction confirmation. If funds have been debited but the outcome is unclear, contact the clinic before paying again. Paying an invoice does not replace the service contract, informed consent or other documents required for the services.

2. Services and delivery terms

This page accepts payment for services, not for goods to be delivered. No courier, postal or other delivery is provided and no delivery fee is charged.

Services are provided at the clinic at 7 Tumanyan Street, Vanadzor, at an agreed time. Their scope, cost and timing are determined by the invoice, the contract and arrangements with the clinic. Online payment does not automatically book an appointment. An advance payment is allocated to the relevant invoice after reconciliation.

3. Refund grounds and procedure

To request a refund, submit an application from the payer. Refunds may be due for an incorrect or duplicate payment, an overpayment, cancellation of services or other grounds provided by Armenian law and the contract. When services not yet provided are cancelled, the clinic’s actual expenses are taken into account and must be substantiated. Claims about defective services are considered under the law; these terms do not restrict mandatory consumer rights.

When visiting the clinic, present an identity document and the card used for payment to establish the applicant’s connection to the transaction. If the card is virtual, lost, replaced or unavailable, arrange alternative proof of the payment’s ownership, such as a bank certificate or a statement

with unrelated details concealed. The absence of a physical card alone is not grounds for refusing a lawful claim.

If you cannot visit in person, send your application to info@shunnukatun.am. Include the payer's name, invoice number and date, payment date and amount, reason for the refund and amount requested, reply contact and transaction identifier if known. The clinic will arrange verification of identity and ownership of the payment by a method permitted under Armenian law, including through the servicing bank.

Do not email complete card details or card photographs, a PIN, CVV/CVC or one-time codes. If needed for matching, the last 4 digits of the card are sufficient. Do not send a copy of an identity document before a secure and necessary verification method has been agreed. The clinic requests only the data needed to consider the application.

Refunds are processed through the servicing bank or payment system to the original payment instrument, under their rules. If the card or account has been closed or replaced, the procedure is agreed with the bank after the payer is verified. The clinic communicates its decision, the refund amount and the date it submits the refund instruction to the bank. Applicable law determines the deadline for considering and fulfilling a claim; the time for funds to appear in the account also depends on the bank and payment system. Bank processing does not remove the clinic's mandatory deadlines.

This procedure does not restrict the right to dispute a transaction with the bank or to contact a competent authority or court. Accepting the website documents does not waive statutory rights.

4. Data and other documents

Invoice and payment data are used to process and reconcile payments, maintain accounting records and handle enquiries. The website privacy policy sets out the detailed data processing rules, contacts and rights. Accepting payment terms is not consent to advertising.

These terms apply alongside the service contract and the clinic's standard terms insofar as they comply with mandatory Armenian law. For payment and refund enquiries, use info@shunnukatun.am.