

Standard Terms and Conditions for Veterinary Services

Veterinary Clinic "Shunn u Katun" · "Vetmir" LLC

Revision dated October 8, 2026

1 General Provisions

1.1. These Standard Terms and Conditions for Veterinary Services (hereinafter referred to as the "Terms") govern the relationship between "Vetmir" LLC, operating the veterinary clinic "Shunn u Katun" (hereinafter referred to as the "Clinic"), and the customer of services (hereinafter referred to as the "Customer"). The Terms form an integral part of the agreement with the Customer that contains a reference to them, and apply together with the framework agreement, appointment agreement, and individual agreements for the provision of specific services.

1.2. Prior to signing any documents, the Customer is given the opportunity to review the Terms: they are posted on the Clinic's website and in printed form at the reception desk in Russian, Armenian, and English. A link to the Terms is included in the framework agreement and Clinic documents that the Customer signs on paper or receives electronically for signing. At the Customer's request, staff members explain the provisions of the Terms prior to entering into an agreement.

1.3. Upon the first visit, a framework agreement is concluded and an appointment agreement is executed. During each subsequent visit, including follow-up appointments, the Customer signs a separate appointment agreement confirming familiarization and agreement with the Terms in effect on the date of its signing. The date of signing allows determining the applicable revision; specifying a separate revision number in each agreement is not required. For remote consultations, the agreement is executed via an agreed electronic method in compliance with legal form requirements.

1.4. The scope of a specific service, its cost, timelines, specific intervention details, and special consents are determined by the relevant agreement and mutual arrangements of the parties recorded under these Terms. An individually agreed provision takes precedence over a general provision of the Terms to the extent they regulate the same matter and do not contradict mandatory legal provisions.

1.5. The relationship between the parties is governed by the legislation of the Republic of Armenia. No clause in these Terms waives mandatory requirements regarding service quality and safety, consumer rights, personal data protection rules, or other rights and obligations that cannot be excluded by agreement. The invalidity of an individual provision shall not entail the invalidity of the remaining provisions if the agreement can be performed without it.

1.6. The parties use a language of communication clear to the Customer. Should any question arise regarding the meaning of a provision or medical recommendation, the Customer may request

clarification. Signing a document does not in itself replace the legally required provision of information and agreement on a specific intervention.

2 Parties and Key Definitions

2.1. Customer — the person who has entered into an agreement with the Clinic and assumed the obligation to pay for services. As a general rule, the Customer is the person accompanying the animal. If an agreement is concluded on behalf of another individual or legal entity, the legal basis of representation and the party obligated to pay for services are agreed upon and reflected in documents prior to rendering services.

2.2. The owner of the animal and its legal possessor may not coincide with the Customer. Concluding an agreement, paying for services, accompanying an animal, or the absence of a microchip do not in themselves confirm ownership or grant authority to take any actions with respect to the animal.

2.3. Upon contacting the Clinic, the Customer reports whether they are the owner, legal possessor, or representative of such person, and confirms having the necessary authority to order services. As a general rule, the Clinic accepts this statement unless it possesses information causing reasonable doubt. If reliable information about another owner or possessor is available, the Clinic contacts them to verify authority and agree on further actions. In case of a dispute regarding ownership, the Clinic reserves the right to request documents and postpone irreversible and other non-emergency interventions pending clarification of authority.

2.4. When presented with a found animal, the Clinic checks for a microchip and considers available identification records. If no chip is found, the accompanying person is registered as the Customer; ownership of the animal is recorded per their statement or noted as unknown. Finding an animal does not relieve the finder of statutory duties to notify authorities and search for the owner. The Clinic does not resolve ownership disputes.

2.5. Patient — the animal in respect of which services are rendered. Medical Card — the aggregate of records regarding the patient, history (anamnesis), examinations, prescriptions, interventions, consents, and refusals maintained by the Clinic, including within its electronic accounting system.

2.6. Framework agreement defines the general terms of relationship. Appointment agreement formalizes a specific visit. A separate agreement or informed consent establishes conditions for a specific procedure, particularly surgery, anesthesia, euthanasia, or inpatient admission. These Terms do not replace such documents when required.

2.7. Emergency care — actions taken in a condition requiring immediate intervention to save the animal's life or health or to prevent substantial deterioration. Urgency and medical indications are evaluated by a veterinary doctor. Contacting via website, telephone, or messenger does not in itself mean that assistance is already organized or that a doctor will be available immediately.

2.8. Where working days are explicitly specified in the Terms, the period is calculated in business days taking into account weekends and public holidays established by the legislation of the Republic of Armenia. In all other cases, days are calendar days. The beginning and end of time limits are determined by applicable statutory rules; the Clinic's operating hours do not reduce mandatory timeframes for fulfilling its obligations.

3 Services and Scope of Availability

3.1. Subject to the availability of specialists, equipment, required conditions, and medical indications, the Clinic may provide consultative, diagnostic, therapeutic, preventive, surgical, inpatient, and additional services. The list in this section outlines potential areas of work and does not imply continuous availability of every service. The possibility, scope, timeline, and cost of a specific service are confirmed upon its agreement.

3.2. Consultations include primary and follow-up examinations, evaluation of condition, discussion of test results, and recommendations regarding treatment, prevention, nutrition, and care. A follow-up appointment is an independent service; its cost or free-of-charge basis is agreed upon separately.

3.3. Remote consultations are conducted only for Customers and patients who have previously visited the Clinic in person. They may address continuation of treatment and new complaints for a familiar patient. The scope of conclusions depends on the information provided and the feasibility of evaluating the condition remotely. The doctor may limit output to recommendations pending an in-person exam, order diagnostics, or advise seeking immediate in-person care. A remote consultation does not ensure continuous monitoring and does not guarantee the ability to establish a diagnosis without physical examination.

3.4. Diagnostics may include blood and urine tests, coprological, cytological, microbiological, and other laboratory studies, ultrasound examination, and radiography. Laboratory studies are performed by a third-party laboratory; radiography is conducted outside the Clinic. Other agreed services are rendered at the Clinic, except for remote consultations, agreed house calls, and cases of separately agreed referrals to another provider.

3.5. For laboratory testing, the Customer pays the Clinic for the agreed test and sample dispatch. The Clinic collects samples, arranges transfer to the laboratory, receives results, and delivers them to the Customer. Engaging a third-party laboratory does not exclude the Clinic's liability for its own actions and for the engaged contractor within the scope established by law. Upon request, the Customer is informed of the test provider details.

3.6. Radiography is organized in one of two ways communicated to the Customer prior to ordering: the Clinic accepts the order and payment while engaging a third-party provider, or issues a referral allowing the Customer to independently contract and settle with another organization. In the second case, the independent provider is responsible for the radiography; the Clinic is

responsible for its own recommendations and subsequent interpretation within assumed obligations. The mere mention of another organization does not imply assumption of all its obligations by the Clinic.

3.7. Therapeutic services may include drug therapy, injections, infusions, wound care, physical therapy, and outcome monitoring. Method, drug, dosage, and sequence of measures are determined by the doctor based on indications in compliance with legislation. Essential features and risks of the selected method are explained to the Customer prior to agreement.

3.8. Preventive services may include vaccination, deworming, ectoparasite treatments, and preventive check-ups. Prevention reduces certain risks but does not constitute absolute protection against disease; the need for repeat measures and restrictions are explained by the doctor.

3.9. Surgical care, anesthesia, and inpatient admission are performed based on medical indications and after agreeing on special conditions. In the absence of necessary capabilities, the Clinic reserves the right to recommend contacting another organization. Assumed obligations for an already agreed service are modified in compliance with contract and law.

3.10. Palliative care aims at relieving pain and other distressing symptoms, maintaining quality of life, and nursing care. Clarifications and emotional support to the Customer are provided by veterinary staff within their competence and do not constitute independent psychological or psychotherapeutic services.

3.11. Where feasible, the Clinic may also provide grooming, hygienic care, nail trimming, and other additional services. They are agreed upon individually considering the animal's condition and behavior. House calls are available strictly by individual arrangement where feasible; address, time, scope of services, and callout fees are agreed upon in advance.

3.12. Euthanasia is performed exclusively upon medical indications established by a veterinary doctor as permitted by law, adhering to mandatory procedure and after executing a separate written consent of a person with corresponding authority, except in cases directly provided by law. This rule applies equally to found animals. Absence of an owner, debt, unwillingness to collect the animal or pay for its care do not in themselves constitute grounds for euthanasia.

4 Appointment Procedure and Care Delivery

4.1. Appointments are held by advance booking and on a walk-in basis. Priority is given to booked patients; the doctor reserves the right to adjust sequence based on medical urgency. Booking is deemed confirmed after the Clinic confirms date, time, and appointment type. An unconfirmed application submission does not constitute a booking.

4.2. Advance booking does not guarantee that the appointment will begin at the exact minute. Delays may occur due to emergency care, duration of preceding appointments, and schedule adjustments. The Clinic notifies the Customer of any significant delay identified and offers

available options for waiting or rescheduling. This provision does not exclude liability for breach of agreed terms in cases established by law.

4.3. The Customer shall arrive on time and notify the Clinic promptly of any delay, cancellation, or rescheduling. In case of late arrival, availability of care is determined based on patient condition, remaining time, and subsequent bookings. Tardiness itself does not automatically incur a no-show fee.

4.4. Care is rendered during Clinic operating hours. Outside these hours, there is no duty veterinary doctor at the Clinic. Appointments outside working hours are possible strictly by individual, pre-confirmed agreement subject to availability. The Clinic assumes no obligation to respond around the clock to messages or dispatch a doctor for every inquiry.

4.5. Upon patient admission, the doctor collects history, performs necessary evaluation, and proposes a plan of action. History is entered into the Medical Card based on the Customer's statements, noting significant details. The Clinic is entitled to rely on provided information and documents, evaluating them alongside examination results; in case of contradictions, additional testing may be required.

4.6. Prior to intervention, the purpose, material risks, reasonably available alternatives, consequences of refusal, expected expenses, and prognosis limits are explained to the Customer in accessible form. The plan may be refined as new data is obtained. Additional paid services and material changes to previously agreed plans require consent, except where law permits action without such consent.

4.7. During a standard appointment, specific procedures, tests, and costs may be agreed upon verbally. Key decisions are recorded in the Medical Card; call recordings and correspondence may be used to confirm agreement. For surgeries, euthanasia, inpatient admission, and other cases required by law or service format, a separate written document is executed. A general signature under the Terms does not imply consent to any future interventions and expenses.

4.8. If the Customer is absent, additional actions are agreed upon via phone and/or correspondence using provided contacts. The Card records the subject of agreement, decision, time, and contact method. If necessary, the Clinic verifies identity or authority. Specific limits on permissible actions and expenses may be established by a separate agreement, including for inpatient care.

4.9. If contact with the Customer cannot be established, the Clinic acts within previously obtained consents. In case of threat to life or risk of substantial deterioration, the doctor evaluates the need for urgent measures; exceeding prior agreement is permitted strictly under statutory grounds. Patient condition, contact attempts, medical justification, and actions taken are documented. Inability to reach the Customer does not imply unlimited consent to interventions and costs.

4.10. Inpatient care may provide for: continuous presence of another Clinic staff member, including a nurse, without round-the-clock presence of a veterinary doctor; or boarding-type

placement without continuous observation, featuring hourly visits and checks. The medically acceptable option is determined by the doctor. The actual regimen, level of monitoring, and price are communicated to the Customer and fixed in a separate agreement prior to admission.

4.11. In the second regimen, staff may be absent from the patient's side between checks; deterioration may be detected during a routine check. Such regimen is allowed only when medically acceptable. If the required monitoring level cannot be provided by the Clinic, the doctor notifies the Customer and recommends a facility with appropriate capabilities. Should condition deteriorate outside doctor presence hours, care is arranged individually if feasible; round-the-clock arrival of a doctor is not guaranteed.

4.12. Physical restraint of the animal is performed by staff or an accompanying person under staff direction, considering safety. The doctor determines acceptability of restraint method and need for extra measures. The Customer may declare inability to safely participate in restraint. The Clinic does not task the Customer with actions posing obvious disproportionate danger; allocation of liability for harm caused is determined by law and incident circumstances.

4.13. Appointment results, prescriptions, and key recommendations are issued immediately following the visit. For free or follow-up visits, verbal explanations are permissible; however, prescriptions, treatment changes, and key warnings are recorded in the Card and provided to the Customer in writing on paper or, upon request, electronically.

4.14. Laboratory test results are provided within 2–3 business days from sample collection; ultrasound reports within 2 business days after examination. If circumstances preventing compliance with deadlines are identified, the Clinic communicates the cause, known consequences, and proposed solution. Notification of delay does not in itself alter agreed deadlines or waive Customer's statutory rights.

4.15. Other extracts, copies, and additional medical documents upon separate request are provided within 10 business days of receiving a request enabling identification of requested records and applicant authority. The Clinic may verify identity and authority without unreasonable delay. Where law sets a shorter deadline, that deadline applies; specifically, a data subject access request regarding personal data is considered within the statutory 5-day period.

4.16. Documents are issued on paper, or electronically via agreed contact upon Customer request. Internal document originals remain with the Clinic unless law provides otherwise; Customer is provided records and copies pertaining to their visit with data of third parties protected. Document issuance required by law is not conditional upon waiver of claims or debt settlement.

5 Rights and Obligations of the Parties

5.1. The Clinic provides agreed services with due professional care, complies with legal requirements, maintains medical records, and communicates material information regarding

patient condition, selected actions, and known risks. The Customer is entitled to ask questions, receive statutory information and documents, agree to proposed plans, or refuse them.

5.2. The Customer provides truthful, known information about the animal: diseases, prior treatment, medications and dosages, allergic reactions, vaccinations, recent interventions, exposure to infections, and behavioral traits. The Customer submits available relevant documents and reports changes in condition. The obligation covers information available to or known by the Customer and does not guarantee absence of hidden conditions.

5.3. The Customer ensures delivery of the animal, complies with agreed preparation rules for tests and interventions, follows accepted treatment and care recommendations, attends recommended follow-ups or reports refusal. Unilateral adjustments to treatment schemes and simultaneous prescriptions from other specialists must be reported promptly to the doctor. In case of condition worsening, Customer seeks care considering explained urgency.

5.4. The Customer maintains updated contact details, ensures availability via agreed channels, and pays for services on time. For significant notices, the Clinic considers available dispatch and delivery confirmations. Sending a message to specified contacts does not create an irrebuttable presumption of consent to new services or actual reading of any message.

5.5. Safety and animal handling rules are observed at the Clinic: appropriate carriers, leashes, and necessary safe control tools suitable for animal species and condition are used. The Customer warns in advance of aggression, biting, escapes, and potential infections, follows reasonable staff instructions, and refrains from threats, insults, violence, or property damage.

5.6. The Clinic reserves the right to refuse a specific unsafe or unindicated intervention, propose rescheduling, another method, or referral if required specialists, equipment, or conditions are lacking; animal or accompanying person behavior poses danger; Customer refuses mandatory preparation, necessary examination, or required consent. Outstanding debt and breach of communication rules may serve as grounds for decisions regarding further elective care in compliance with law.

5.7. Refusal of further service or termination of an assumed obligation is made considering nature of violation, patient condition, and mandatory legal constraints, including consequences of contractor contract termination. It is not replaced by unauthorized cessation of necessary actions at a critical moment for the patient. In case of direct threat to staff, the Clinic may take safety measures and report to competent authorities. Cause and material circumstances are recorded.

5.8. When emergency care is required but Customer cannot make payment, possibility, scope, and procedure for providing assistance are determined individually in consultation with clinic leadership, taking into account patient condition and Clinic capabilities. This provision does not establish a general obligation for free treatment or alter statutory duties.

5.9. Full or partial refusal of proposed diagnostics, treatment, hospitalization, or referral is recorded in the Medical Card, specifying proposed action, explained consequences, and Customer's decision. Partial refusal may be recorded strictly in the Card using available conversation records. The Clinic may offer a separate written refusal execution, including upon refusal to treat a dangerous infectious disease. Absence of signature under a separate refusal does not authorize unagreed procedures and does not deprive parties of proving actual circumstances.

5.10. Refusal of diagnostic or treatment measures limits available information and assistance scope; doctor explains related diagnosis and prognosis limitations. Refusal does not relieve the Clinic of liability for its own breaches, but is considered when evaluating causes and consequences of condition worsening.

5.11. Upon suspicion of a disease dangerous to humans or animals, the Clinic has the right and, where mandated by law, the duty to apply statutory anti-epidemic measures, report information to competent authorities, and fulfill lawful directives. Customer's refusal of treatment does not prevent mandatory notification. Transmitted data scope is limited to statutory necessity.

5.12. When leaving an animal, belongings and items are accepted upon agreement with staff. Transfer is recorded via available video/audio recording; drawing up a separate inventory is not mandatory. Customer reports special properties of transferred items. Circumstances of transfer and safekeeping may be proven by any admissible evidence; absence of inventory or recording does not exclude liability for actually accepted items.

5.13. Customer collects animal upon completion of agreed stay or notification of discharge readiness at agreed time. If unable to collect, further stay must be agreed in advance. Pending physical transfer, Clinic provides care within necessary and available regimen; higher care level requirement is discussed separately.

5.14. In case of breach of collection timeframe, Clinic contacts Customer, notifies of need to collect animal, incurring expenses, and sets a reasonable deadline based on circumstances. Additional care and content are paid according to tariff previously communicated; new paid interventions are agreed under general rules. Charges are reflected in accounting system and explained upon request.

5.15. If Customer fails to collect animal or evades contact, Clinic reserves right to apply to competent authorities regarding animal transfer. Actual transfer occurs strictly under legal grounds, following applicable procedure, with documented receiving party and transfer date. Mere expiration of term, debt, or Clinic application does not terminate ownership rights or obligate authority to accept animal. Pending legal transfer, necessary care duties remain; expense reimbursement is resolved per contract and law.

6 Pricing and Settlements

6.1. Prices are determined by current price list and individually agreed terms of specific service. Prior to service agreement, Customer is informed of price or clear calculation method, separately payable materials, delivery, and other required components. Upon request of either party, an estimate is prepared as provided by law; whether it is firm or approximate is specified.

6.2. Standard appointment is paid after rendering care. Surgeries, inpatient care, and diagnostic testing require advance payment, with amount and timeframe set individually prior to order. Non-payment of agreed advance may cause rescheduling of elective service in compliance with law; emergency situations are handled per clause 5.8.

6.3. Verbal approval of specifically explained service and price during appointment may confirm agreement within limits allowed by law and contract. Where required by law, written form is observed. Final cost consists of agreed, actually rendered services and other lawfully payable amounts. Line item inclusion in invoice/software does not in itself prove service agreement.

6.4. Additional services, significant excess over approximate estimate, and changes to firm price are agreed upon prior to relevant actions per legal requirements. Price list updates do not retroactively increase previously agreed prices. If Customer disagrees with proposed volume or cost increase, parties establish permissible further plan or service termination with settlements according to law.

6.5. Absence of expected therapeutic result does not in itself render properly provided agreed service free of charge. In case of service deficiencies, statutory consumer protection remedies apply. Clinic may not condition consideration of a valid claim upon waiver of other legal rights.

6.6. Payment is made via available agreed method with issuance of statutory payment receipt. Payment breakdown is provided upon request. Advance payment is credited toward settlement; unspent balance is returned after determining payable amounts within statutory timeframe, subject to cancellation rules.

6.7. Discounts, concessions, installments, and special financial terms are documented separately. Granting discount or postponement in one instance does not imply automatic granting in subsequent visits. Personal arrangement with an unauthorized employee does not replace Clinic approval.

6.8. In case of default, Clinic reserves right to send payment demand and utilize legal debt recovery remedies. Outstanding debt does not grant right to unilaterally appropriate animal into Clinic ownership, sell, transfer to another owner, or perform euthanasia. Withholding documents and personal data contrary to mandatory legal requirements is prohibited.

7 Booking Cancellation and No-Show

7.1. Customer should report cancellation or rescheduling as early as possible, preferably at least 24 hours in advance. Notice is accepted via available Clinic communication channels. If notice is sent electronically, Customer is recommended to obtain receipt confirmation; absence of confirmation does not in itself invalidate proven timely notice.

7.2. Clinic reserves right to apply no-show fee to any advance booking appointments, provided rule on its charge and amount is communicated to Customer in advance and agreed upon booking in legally required form. Prior to such agreement, no fee is charged. Clinic retains confirmation of booking and acceptance of corresponding condition.

7.3. Fee is charged strictly for no-show without prior notice to Clinic. Amount corresponds to price of primary appointment under price list on booking confirmation date. No-show fee shall not exceed booked appointment cost.

7.4. Upon notice of cancellation or rescheduling, no-show fee is not charged, even if under 24 hours remain before appointment. It is likewise not charged if booking is canceled by Clinic. Liability grounds and possibility of reducing or waiving charge are governed by mandatory legal rules.

7.5. Upon refusal of specific agreed procedure, Customer pays for actually rendered services and documented expenses reimbursable by law already incurred specifically for that order, including non-refundable preparation costs. These are not charged as a fixed cancellation fine. Same expense is not double-counted in service cost, advance retention, or other charges; unspent advance balance is refundable.

7.6. If Clinic is unable to hold appointment, Customer is offered rescheduling or order termination with settlement and return of relevant amounts. No-show condition does not limit Customer rights upon Clinic's breach of obligations.

8 Risks and Liability

8.1. Veterinary care involves individual body characteristics, diagnostic limitations, and risk of complications, including severe deterioration or death. Diagnosis and prognosis may change as new data emerges. Proper care delivery does not guarantee recovery, specific lifespan, absence of recurrence, or detection of all diseases in a single visit.

8.2. Potential risks of specific intervention, including anesthesia and surgery, are explained prior to consent considering patient condition and available data. Consent to medical risk is not consent to substandard service and does not release Clinic from liability for breaching professional or legal requirements.

8.3. Parties are liable for breach of obligations and damage caused in accordance with law. Liability assessment considers quality of actions, medical indications, available data, causal link,

and other legally significant circumstances. Terms do not establish general release of Clinic from liability or compensation cap equal to service price.

8.4. Untruthful or incomplete material data, preparation failure, refusal of necessary exam, non-compliance with recommendations, self-directed treatment changes, and delayed care seeking are considered to the extent they affected outcome or damage extent. Mere fact of such circumstance does not exclude assessment of Clinic's own actions.

8.5. Laboratory or instrumental results are evaluated alongside clinical data. In case of contradictory results, sample peculiarities, or condition changes, re-sampling and additional testing may be required. Necessity, cause, and payment are discussed separately. Additional expenses arising from service defects are allocated by law; third-party lab error does not mean automatic transfer of all costs to Customer.

8.6. For actions of employees and engaged contractors, Clinic is liable within scope established by law. Under Customer's independent contract with another organization, each party is liable for its own assumed obligations. Clinic does not guarantee availability, prices, or results of independent contractor's services, but answers for its own breaches in referral and subsequent patient management.

8.7. Harm caused by animal or accompanying person to staff, other visitors, animals, or property is compensated by party legally responsible, considering specific circumstances, staff instructions, and safety measures. Obligation to compensate any such harm is not automatically placed on Customer merely by fact of accompanying animal.

8.8. In case of patient death, Clinic informs Customer of known circumstances and proposes discussing possibility of establishing cause, including post-mortem examination (autopsy). Final cause of death may remain unestablished; doctor's assumption is not presented as confirmed conclusion.

8.9. Autopsy is possible by Clinic's own means or with referral to a partner clinic in Yerevan upon separate written consent of authorized person. Location, scope, transport conditions, and costs are agreed in advance. As a rule, costs are borne by Customer; different arrangement may be agreed with management considering circumstances. Initial cost allocation does not waive subsequent statutory reimbursement rights.

8.10. Examination conducted by Clinic is not termed independent expert evaluation. Referral to partner organization does not in itself impart status of judicial or independent expert evaluation. Refusal of autopsy is recorded and may complicate establishing cause of death, but is not a waiver of claims or legal proof methods.

8.11. Clinic lacks facility for long-term storage of animal body. Customer must collect body before end of working day on which notified of death, or agree on legal transfer for cremation. If notice is received shortly before closing and timely arrival is objectively impossible, collection

time is individually agreed with management. Clinic records notification and agreement; established procedure must provide real opportunity to collect body.

8.12. If Customer refuses to collect body or fails to receive it after proper notice and expiration of agreed period, Clinic may arrange cremation through contracted organization under legal grounds and mandatory remains handling rules. Customer is preliminarily notified of planned transfer, available cost data, and final opportunity to arrange collection. Actual justified transfer and cremation costs are charged to Customer and reflected on their Clinic account.

8.13. In case of agreed autopsy, legal requirement to preserve material, or known need to preserve evidence, Clinic considers relevant restrictions prior to irreversible actions. Where necessary, parties agree on transfer to an organization possessing storage or research conditions; this creates no duty for Clinic to provide long-term storage conditions it lacks. Cremation is not used to obstruct verification of death circumstances.

9 Special Circumstances and Service Termination

9.1. Emergency nature of care may limit diagnostic time and choice of available methods. Doctor determines actions based on patient condition, available data, and capabilities, documents significant decisions, and informs Customer in accessible scope. Urgency itself does not relieve of liability for improper actions.

9.2. If continuing service in agreed form becomes medically unjustified or unsafe, Clinic reports cause and offers permissible option: plan modification, rescheduling, termination of specific intervention, or referral. Expense agreements and settlements follow these Terms and law. Inability to provide specific method does not imply automatic duty of Clinic to perform it by any means.

9.3. Party is released from liability for breach due to force majeure strictly under legal grounds and causal link. It notifies other party within reasonable time and takes available measures to mitigate consequences. Ordinary organizational difficulties, lack of funds, equipment malfunction, or contractor delay do not constitute force majeure.

9.4. In case of temporary impossibility of performance, parties determine fate of scheduled and ongoing services considering patient safety. Paid but unrendered services and actually incurred expenses are considered in settlements; reference to special circumstances does not allow automatic retention of full advance.

9.5. Customer may terminate services with consequences provided by law. Termination of relationship does not waive duty to complete legal final settlement, transfer necessary documents, and ensure agreed collection or legal transfer of animal. Further treatment plan should be discussed with doctor.

10 Personal Data and Interaction Recording

10.1. Personal data processing is performed by "Vetmir" LLC at: Republic of Armenia, Vanadzor, Tumanyan Street, Building 7. Contact for data processing questions and rights execution: amvetmir@gmail.com; written requests are also accepted at specified address. Clinic processes data in compliance with Republic of Armenia personal data protection legislation.

10.2. Necessary data processed for corresponding purpose: name and identification details of Customer and representative; contacts; authority records; contract, agreement, payment, and inquiry records; correspondence; animal health, identification, and treatment records associated with Customer; images and voice in cases specified below. Identity or authority documents are requested in necessary scope. Human health data is not specially collected for veterinary cards unless independent legal ground and necessity exist.

10.3. Data is used for contract conclusion and performance, card maintenance, appointment booking and patient communication, settlements, document issuance, security, claim review, legal rights protection, and statutory duties to authorities. Every operation uses valid legal ground: consent, statutory contract ground, or direct legal obligation. Advertising and public material usage follow special terms in clauses 10.11–10.16.

10.4. Processing may include collection, recording, systematization, storage, clarification, extraction, usage, transfer to authorized recipient, anonymization, blocking, and deletion, manually and using information systems. Data scope and access are limited to necessity for specific purpose; data is not used for incompatible new purpose without corresponding legal ground.

10.5. Medical cards and visit records are maintained including in TomaCare cloud service at <https://desk.tomacare.com>, with provider servers located in Armenia. Provider handles processing within mandate and contractual data protection duties. Prior to transitioning to another storage or transfer setup, Clinic verifies legal grounds and fulfills information/consent requirements.

10.6. Recipients of necessary data scope may include Clinic employees within duties; IT and communications providers acting under mandate; laboratories and other agreed contractors; payment and accounting organizations; legal representatives and Customer-authorized persons; competent authorities and courts in statutory cases. Clinic checks transfer ground, limits data scope, and provides necessary contractual and technical security measures. Public disclosure and ad transfers are governed separately.

10.7. Video and audio recording is conducted in examination rooms for security, confirming consultation content, consents, and refusals, checking service quality, and resolving disputes. Notice thereof is included in contract, these Terms, and placed on signs in corresponding premises. Recording is performed under required legal ground, and where consent is required — after obtaining it; a sign alone does not replace consent. Objections are discussed with management prior to recording start to determine legal accessible service option.

10.8. Standard retention period for video and audio recordings is 365 days from creation, including backups. Internal access to recordings is restricted strictly to Clinic management. Fragment transfer to third parties is permitted under legal ground in necessary scope, specifically for claim review, expert evaluation, or fulfilling lawful authority/court demand, with third-party data protected.

10.9. Fragments pertaining to identified incident, claim, audit, or judicial proceeding may be extracted from general archive and retained until final completion of relevant case and decision execution, as well as statutory retention periods. Extension ground is recorded; upon expiration, unnecessary recordings are deleted. Visit archive is not used for public advertising based solely on recording consent.

10.10. Contracts, medical cards, payment documents, and service correspondence are retained for 5 years after completion of corresponding service and final settlements. Where law mandates longer retention or documents are needed for pending dispute, audit, or decision execution, period is extended as necessary. Upon applicable period expiration, data is deleted or permanently anonymized unless other legal ground exists. 5-year medical record period is an agreed storage rule and does not imply identical statutory retention for all document categories.

10.11. Service messages regarding appointments, patient condition, result readiness, payment, and contract performance are sent via Customer-provided channels within service purpose scope. Advertising messages, service promotion, and ad audience participation require separate, explicitly expressed voluntary consent. Such consent may be contained in a separate, clear provision of framework contract with opt-out option; receiving veterinary care is not conditional upon ad consent.

10.12. Upon consent, ad messages may be sent to contacts provided for this purpose via calls, SMS, email, postal mail, messengers including Telegram, WhatsApp, and Viber, social network messages, app notifications, and other agreed electronic channels. Purposes: informing about services, promotions, special offers, events, Clinic news, and evaluating ad effectiveness. Transition to substantially different purpose or processing scope requires appropriate additional ground.

10.13. Where directly covered by ad consent, Clinic may transmit to ad platforms, including Meta and Google, phone numbers and emails (including hashed values) for account matching, creating existing client audiences, showing ads, excluding from displays, and lookalike audience generation. Hashing is not considered guaranteed anonymization. Diagnoses, treatment details, and medical card content are never transmitted for these purposes. Use of other data, device IDs, or tracking tools requires separate disclosure and legal ground.

10.14. Prior to transfer to ad platform, Customer is provided information regarding recipient, purpose, data composition, and processing terms. Cross-border transfer is allowed strictly upon compliance with Republic of Armenia legislation, including protection level requirements,

authority permits, or mandatory safeguards. Customer consent alone does not replace required permits and safeguards. Pending compliance, data is not transmitted.

10.15. Based on clearly stated consent accepted by Customer upon signing framework contract, Clinic may use photos and videos of animal, as well as clinical case descriptions on website, social media, info materials, and Clinic ads. Consent operates until revoked; Customer may decline upon signing or notify Clinic later. Silence, Clinic visit, or reading Terms do not replace consent. As a general rule, published materials feature animal without name, contacts, documents, image, voice, or other personal data of Customer or third parties.

10.16. If Customer personally participates in shooting and poses, employee explains intended goals and publication channels and obtains verbal consent recorded via video/audio. Posing without such explanation is not unconditional permission for any image use. Publication of images of third parties, including children, requires independent valid ground and authority. Consent does not extend to dignity-demeaning use or uncommunicated purposes.

10.17. Opt-out from ads or further publications may be sent via email, submitted on paper, or communicated via available method identifying applicant and request content. Clinic ceases relevant usage within applicable timeframe, excludes contacts from managed ad audiences, and takes statutory steps to remove materials from controlled resources. Terms do not promise deletion of all copies independently created by third parties, but do not relieve Clinic of obligatory actionable steps. Minimal record of opt-out may be kept to respect prohibition.

10.18. Customer is entitled to receive data processing details, access data, demand correction, blocking, or deletion in statutory cases, revoke consent, and appeal to competent authorities or court. Written request for statutory information is executed within 5 days; necessary correction, blocking, or destruction is performed without delay or within statutory deadline not exceeding 3 business days in relevant cases. Motivated refusal is provided within statutory deadline.

10.19. Formal consent revocation notice is submitted in statutory written form, including properly signed electronic document. Unless law or valid agreement provides otherwise, processing based on revoked consent ceases and data subject to destruction is destroyed within 10 business days; destruction notification sent within 3 business days. Revocation does not invalidate prior processing legal soundness nor demand destruction of data retained under independent legal ground. Limits and grounds for continued storage are explained to applicant.

10.20. Data is protected by organizational and technical measures matching legal standards, including access control and transmission/storage security. Customer access to own data is provided respecting third-party rights; when issuing recordings, relevant fragments or copies with third-party data obscured are supplied. Absence of third-party consent is not used as unconditional ground to deny access to own data.

11 Inquiries and Dispute Resolution

11.1. Written claims are accepted on paper at Clinic address or via email amvetmir@gmail.com. Inquiry should state applicant name and reply contact, patient, date and circumstances of visit, claim essence, and supporting documents. Absence of document already held by Clinic does not hinder review. Identity and authority verification is conducted in necessary scope.

11.2. General response deadline for inquiries is no more than 30 calendar days from receipt date, unless mandatory rule sets shorter period. For specific consumer claims, including under Article 29 of Republic of Armenia Law "On Protection of Consumer Rights", statutory 10-day satisfaction deadline applies. Response deadline does not extend legal timeframes for refund, defect rectification, personal data provision, or other duties.

11.3. Clinic reviews relevant documents, medical records, correspondence, and recording materials, requesting clarifications if needed. Customer receives response on merits with decision and grounds. Clarification request does not suspend mandatory deadline unless permitted by law.

11.4. Parties may resolve dispute through negotiation or voluntary mediation. Mediator candidate, procedure, and costs are agreed separately. These Terms do not introduce mandatory mediation, obligatory agency appeal, or extra barriers to court protection beyond legal requirements.

11.5. Unresolved dispute is considered by competent court per applicable jurisdiction rules. Customer retains statutory right to select defense method and venue, and appeal to competent authorities. Limitation periods and burden of proof are set by law and unalterable by these Terms.

12 Amendments to Terms and Notifications

12.1. Clinic reserves right to approve new revisions of Terms and post them on website and reception desk. Effective date is specified upon publication. Clinic retains texts of previous revisions and operation periods to establish Terms content accepted during specific visit.

12.2. For new visits, revision effective on date of signing relevant agreement applies, after opportunity to review is provided. New revision does not retroactively alter agreed price, scope, or terms of accepted order, nor revoke accrued rights. For ongoing inpatient care or treatment course, changes apply strictly as agreed by parties or mandated by law.

12.3. Publication of update does not imply automatic consent to new ad purposes, data processing expansion, new paid services, or unagreed interventions. Where required, independent consent is requested. Customer is not required to constantly monitor website to retain rights under existing contract.

12.4. Communication occurs via contacts provided by parties, considering agreed notification methods and legal requirements. Phone/correspondence arrangements are used where permissible; they do not replace mandatory written form. Electronic signing is applied in a manner confirming signer identity and document content per law and agreement.

12.5. Notice of contact change, clarification request, or ad opt-out does not terminate treatment contract. Service termination, plan modification, and revocation of specific medical consent are evaluated considering request content, patient condition, and legal requirements.

13 Clinic Details

13.1. Provider: "Vetmir" LLC. Clinic Name: "Shunn u Katun".

13.2. Address: Republic of Armenia, 2001, Vanadzor, Tumanyan Street, Building 7.

13.3. Telephone: +374 55 895495. Email for inquiries, claims, and data processing questions: amvetmir@gmail.com.

13.4. Website: <https://shunnukatun.am>. Current Terms and operating hours are available on website and at Clinic. Non-working hours appointments confirmed individually per clause 4.4.

13.5. Other mandatory registration and settlement details of Provider are specified in framework agreement and settlement documents. Contact changes communicated via official channels; does not alter existing obligations.