

Website Terms of Use

Revision dated 11 October 2026

Rules for using the website, arranging appointments and using the clinic's materials.

1. About the website and its owner

1.1. The website <https://shunnukatun.am> belongs to "Vetmir" LLC, which operates the veterinary clinic "Shunn u Katun". Address: 7 Tumanyan Street, Vanadzor, 2001, Republic of Armenia. Telephone: +374 55 895 495. Email for legal enquiries: amvetmir@gmail.com.

1.2. These Terms describe the rules for accessing the website and using its materials. Viewing pages does not in itself conclude a contract for veterinary services, create an obligation to pay for them, or constitute consent to advertising or data processing that requires separate consent.

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. Information and appointments

2.1. The website contains information about the clinic and its services, example prices, contact details and documents. You can contact the clinic by telephone, email or the messaging service indicated. The public website does not offer client registration, a form for submitting medical data, an online shop or online payments.

2.2. Following a booking link, calling or sending a message does not automatically confirm an appointment. The clinic separately confirms the date, time, type of appointment and availability of the service. Please provide accurate information needed for your enquiry and notify the clinic of changes to the agreed appointment time.

2.3. Example prices and the list of services provide guidance. The scope, price and terms of a particular service are agreed before it is provided. This procedure does not remove the obligation to provide accurate information about prices and consumer rights.

3. Documents and veterinary services

3.1. Veterinary services are governed by the contract with the customer, the approved Standard Terms and Conditions for Veterinary Services and the arrangements agreed for a particular appointment or intervention. These Website Terms do not amend those documents or replace informed consent.

3.2. Legal documents are available in the [/lawpage/](#) section to read and download in Russian, Armenian and English. The approved Standard Terms are published in the revision dated October 8, 2026. If you have questions about the meaning of a provision, you may contact the clinic before signing a contract.

3.3. The language is selected according to the saved preference, then the browser's first supported language; if there is no supported language, English is used. You can change the selection. If language versions differ, mandatory legal provisions and the agreed contractual terms apply; these Terms do not establish automatic priority for a language to the consumer's detriment.

4. Permitted use of materials

4.1. You may read the website, save and print published legal documents to familiarise yourself with them and protect your rights, and share links. These options are provided free of charge.

4.2. Texts, design, photographs and other materials are protected to the extent provided by applicable law. Other reproduction, adaptation and commercial use are permitted with the rights holder's permission or on a legal basis. Citing the source does not in itself replace any required permission. Third-party authors retain the rights to their materials.

4.3. You must not interfere with the website's operation, bypass access restrictions, upload malicious code, impersonate another person or use information obtained in violation of the law. These restrictions do not prevent lawful quotation, consumer enquiries or the use of documents as evidence.

5. External services and personal data

5.1. Calls, emails and links to messaging services use the relevant external services. Their terms apply to the operation of those services. The transfer of technical data to the map, video player and optional tracking tools is explained in the Personal Data Processing Policy.

5.2. Consent to optional analytics and advertising is given separately in the privacy settings if these tools are connected. Refusal does not prevent access to documents or the website's main information. Publishing a new revision of these Terms does not extend consent previously given.

6. Availability and liability

6.1. The clinic takes reasonable measures to keep the website functioning and its information accurate. Technical interruptions and errors may occur; you can report an inaccuracy using the clinic's contact details. Website unavailability does not terminate service obligations already undertaken.

6.2. General website materials do not constitute an individual diagnosis or treatment prescription. The boundaries for using the information are explained in detail in the "Limitations of Liability" document. Neither document excludes liability that cannot be limited by law or deprives consumers of mandatory rights.

7. Enquiries and applicable law

7.1. Enquiries are accepted at the clinic's address and at amvetmir@gmail.com. State the nature of your enquiry and provide contact details for a reply. Do not send unnecessary documents or third-party data. For general questions, info@shunnukatun.am is also available.

7.2. The law of the Republic of Armenia applies. The general response period is no more than 30 calendar days; where the law sets a shorter period, that period applies. This period does not extend the deadlines for satisfying consumer claims or personal data requests.

7.3. You may propose negotiations or apply to an authorised body or a court with jurisdiction. These Terms do not impose a mandatory prior claim, mediation or jurisdictional restriction beyond legal requirements.

8. Changes to these Terms

8.1. The revision date is stated in the document. Changes describe the website's future operation and do not retroactively alter agreed services, prices or acquired rights. If a change requires consent or individual notification, publication does not replace them.

8.2. The invalidity of an individual provision does not invalidate the remaining provisions if they can apply independently. Mandatory legal provisions take precedence.