



Clinical Accuracy Warranty

Our commitment to you

At VET.CT we are committed to supporting veterinary teams in delivering the highest standards of care to patients.

We support clinical decision-making by providing easy access to our team of 140+ exceptional radiologists. Their breadth of expertise covers all species and modalities and has earned a reputation as the leading source of diagnostic quality through the precision, comprehensiveness, clarity and clinical relevance of their reports.

Considering the expertise of its radiologists and the rigour of its peer review process, VET.CT warrants that the clinical opinion provided by its radiologists, communicated in the radiology report is an accurate clinical assessment of the diagnostic images provided by the submitting client.

If a veterinarian, in good faith, uses the clinical opinion communicated in the VET.CT radiology report to formulate and execute a therapeutic plan and this plan is subsequently shown to have been incorrect because of inaccuracies in 'the report', then VET.CT will reimburse the veterinary clinic for any remedial treatment required as a result of the incorrect advice.

*Applies to radiology reports only.



Terms & Conditions

Subject to the following conditions:

1. All requests by the radiologist for relevant clinical history and circumstances have been fulfilled by the submitting veterinary clinic before the final report is released.
2. No longer than 3 months has elapsed between the provision of the report and any claim under these warranty terms.
3. VET.CT is notified through the client manager team as soon as the veterinarian or clinic is aware that a claim is likely under this offer.
4. VET.CT is consulted and its opinions considered in the management of the case and VET.CT's proposals are not to be unreasonably ignored.
5. The veterinary clinic takes reasonable steps to mitigate its clinical costs in treating the animal. VET.CT will not agree to pay excessive mark-ups on a veterinary clinic's costs, especially, but not limited to, pharmaceutical products.
6. VET.CT reserves the right to investigate, check and confirm complaints through an independent specialist at VET.CT's cost.
7. VET.CT's decision is final in the offer of any financial support.
8. Financial support is limited to clinical costs incurred by the clinic, provided as a goodwill gesture, and is made without any admission of liability.
9. VET.CT will not accept claims for compensation or any consequential costs alleged to have occurred due to additional treatment required.
10. Any financial offer will be limited to £2,500 (or equivalent thereof at the prevailing Foreign Exchange rate of the final invoice date).
11. VET.CT reserves the right to modify this program, in whole or in part, at any time for any reason without written notice/prior communication to any veterinary clinic.
12. Any communications regarding a potential claim or query should be addressed to your VET.CT Client Manager in the first instance.

Questions? Contact us at info@vet-ct.com



Clinical
Support
Services