

Terms and Conditions

Welcome to TruVet Pet Hospital. By accessing our website, scheduling services, communicating with our team, or using any of our services, you agree to the following Terms and Conditions. Please read them carefully.

Use of Website

This website is provided for informational purposes and to help clients learn about our veterinary services, request appointments, and contact our team.

- You agree to use this website lawfully and responsibly.
- You may not misuse, disrupt, or attempt unauthorized access to the website.
- Website content may not be copied or reproduced without permission.

Veterinary Services

All veterinary services provided by TruVet Pet Hospital are subject to professional medical judgment, patient condition, and availability.

- Recommendations are based on each pet's specific needs.
- Treatment outcomes cannot be guaranteed.
- Emergency cases may affect scheduling availability.
- Some services may require exams before treatment.

Appointments and Scheduling

We encourage clients to arrive on time for scheduled appointments.

- Late arrivals may require rescheduling.
- Missed appointments may limit future scheduling priority.
- Drop-off and urgent care appointments depend on availability.
- Please notify us if you need to cancel or reschedule.

Payments

Payment is due at the time services are rendered unless otherwise agreed in writing.

- We accept approved payment methods available at the clinic.
- Deposits may be required for certain procedures.
- Balances must be paid before discharge unless arranged otherwise.

- Returned or failed payments may incur additional fees.

SMS and Communications

By providing your phone number or email address, you consent to receive communications related to your pet's care and clinic services.

By providing your mobile phone number specifically, you agree to receive text (SMS) messages from TruVet Pet Hospital as described below.

- Appointment reminders
- Follow-up care instructions
- Service updates
- Billing or account notices

Message frequency may vary. Standard carrier rates may apply. Wireless carriers are not liable for delayed or undelivered messages. You may opt out of text messages by replying **STOP**. For help, reply **HELP**, or contact us at (469) 956-6900. For details on how we handle your mobile information, please see our Privacy Policy at <https://truvetpethospital.com/>.

Medical Records

Your pet's medical records are maintained in accordance with applicable laws and professional standards.

- Records may be released upon authorized request where permitted.
- Certain records may require processing time.
- Ownership disputes may delay release where legally necessary.

Prescription and Refill Policy

Prescription medications and refills may require a current veterinary examination and veterinarian approval.

- Refills are subject to patient history and legal requirements.
- Some medications require periodic monitoring.
- Processing times may vary.

Website Content Disclaimer

Information on this website is for general educational purposes only and does not replace professional veterinary advice, diagnosis, or treatment.

- If your pet is ill or injured, contact a veterinarian promptly.
- Emergency situations require immediate veterinary attention.

Limitation of Liability

TruVet Pet Hospital is not liable for indirect, incidental, or consequential damages arising from website use, service delays, or circumstances beyond our reasonable control, to the fullest extent permitted by law.

Third-Party Links

Our website may contain links to third-party websites for convenience. We are not responsible for the content, security, or privacy practices of those external websites.

Changes to Terms

We may update these Terms and Conditions at any time. Updated versions will be posted on this page with a revised effective date.

Contact Us

TruVet Pet Hospital

Phone: (469) 956-6900

Website: <https://truvetpethospital.com>

Effective Date

Last Updated: September 01, 2026