

Olov Andersson  
Office of Marketing and Information

To our customers

For most of the services we undertake, an invoice is sent to the client, for example, a clinic, a private practising veterinarian etc. To a limited extent we send the invoice to the owner of the animal. This results in a demand for extra administration, credit watch etc. Our ambition is to provide the best possible service and we work continuously to reduce our administration in order to allow as much time as possible to achieve this goal.

From April 1st we will no longer offer the invoice for a service to be sent to anyone other than the correspondent/orderer. The owner of the animal will therefore not be able to receive the invoice.

As a guide to these changes and improvements we have, as you probably already have noticed, a new digital price list on our website [www.sva.se](http://www.sva.se). Our current prices for analyses and products can easily be found there.

We have already received a lot of positive feedback about our new price list and we would really like to know your opinion. If you have any opinions or questions regarding the changes made to our invoicing procedure we would very much appreciate you contacting us.

Best regards,



Olov Andersson  
Head of Marketing and Information