



Solutions and Services for Vets by Vets

Merlin Vet Export Ltd. | 2/3 Carlaw Road, Pinnacle Hill Industrial Estate, Kelso, TD5 8AS

MerlinVet Group: Frequently Asked Questions

MerlinVet UK



Bespoke Veterinary Wholesaler

What do you do?

- Import pharmaceuticals & farm fertility equipment to supply UK vets
- Extensive range of farm animal fertility equipment developed by experts
- Exclusive UK distributor for Lane Manufacturing, who specialise in bull fertility equipment
- Talk to us about the new & improved ram probe, ram E-JAC

Can you supply?

We often get asked about supply on a wide variety of different medicines and equipment, if we don't have it in stock we can certainly look to source from our worldwide suppliers. Please ask if you do not see the product that you need on our imported list and we will look into it and respond quickly.

How do we order?

- We can accept orders by phone, email or online. Any imported products will require a copy of the SIC to be sent before we can dispatch the stock.
- If ordering a product with multiple doses, please try to order in one purchase.
- Our preferred method of ordering is via our website.
- [Click here](#) to register to order through our website.

How do I get a special import certificate (SIC)?

- The VMD website is easy to use; vets must log in and use their RCVS number to complete the application.
- The VMD only issue one certificate type - SIC - for all medicines that are sourced outside the UK and do not hold a UK manufacturer's licence.

+44 (0) 1896 849641

info@merlinvet.co.uk

merlinvet.com

merlinvetuk.co.uk

Connect with us:   

Registered Company SC452047 | VAT GB 164 0998 83





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Please follow [this link](#) to apply for a Special Import Certificate. The process is outlined below:

- Click “I am a Veterinary Surgeon and want to Import...”
- Enter your RCVS Number and practice name
- Choose the product from the VMD Special Imports database
- Choose Merlin Vet Export Ltd as the importer
- The SIC will be emailed to you. Please download this file.
- Please upload SIC at the checkout stage of our Special Imports store.

What if a product I want is not listed on the VMD import approved list?

If the product is not listed, then as a veterinary surgeon you can still apply to import it however you will undoubtedly be asked for supporting evidence that there is a clinical need for the medicine. If you need any additional product information to support your new application, please let us know and we can help with this.

How much is delivery?

- AMBIENT GOODS: Delivery in the UK is free for all orders over £200 (ex VAT).
- FRIDGE ITEMS: Delivery via POLAR SPEED cold service – £25 fee per shipment.
- Deliveries to remote areas of the UK (Highlands & Islands and some other areas) incur additional fees.
- Orders under £200 in value delivery charge on a next day courier service is around £10.

Do you have a repair service on Lane Equipment?

We assess every enquiry individually and can do some repairs on site; initially there’s a phone call to establish what the issues are with the equipment, then labelled equipment can be sent back to us; if we can’t repair on site we will ship back to Lane in the USA.

What is your returns policy?

- All returns must be processed within 5 days, including transportation.
- A ‘Returns Form’ will need to be completed by the customer.
- Confirmation will be required that storage has been as per the manufacturer’s requirements on the SPC
- We do not accept returns for refrigerated medicinal products.

[Visit the MerlinVet UK site to find out more](#)

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MerlinVet Export

MERLINVET EXPORT

Quality Pharmaceuticals Worldwide

What do you do?

- Veterinary medicines, equipment & accessories supplied globally (we source and supply unique veterinary products to livestock, equine & companion animal sectors).
- Providing vets around the world with quality products of great value.
- We pride ourselves in offering a portfolio of effective, globally sourced product from both hemispheres at affordable prices and offer a fast, efficient, and reliable service.

Can MerlinVet Export supply?

- We supply premium pharmaceutical and veterinary products globally, including leading brands such as Bravecto, Vetmedin, Fortekor and Apoquel to name just a few.
- We are able to supply these goods at great value for money: as a member of one of the UK's biggest veterinary buying groups we can offer all products at excellent prices.
- We are able to supply to registered veterinary practices and wholesalers around the world.
- If the item you require does not appear in our online Trade Store, please enquire and we will look into sourcing it from one of our worldwide suppliers.

How do I register with MerlinVet Export?

To register for an account please follow this link:

[Trade Store](#)

You will then need to provide proof of veterinary registration and premises registration by emailing:

enquiries@merlinvet.com

How do I order through your Export site?

We invite you to register for an online account with us. Please go to our:

[Trade Store](#)

[Visit the MerlinVet Export site to find out more](#)

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MerlinVet-cel



Veterinary Buying Group

What do you do?

MerlinVet-cel is much more than just a buying group; we provide support for independent practices of all sizes across the UK.

How can you improve my business and its profitability?

We offer:

- Competitive rebates on members' purchases
- Ongoing support & reduced administration costs

What are the benefits of joining MerlinVet-cel:

- Unrestricted choice of preferred wholesaler products & 24/7 access to our product price list
- No membership, joining, or termination fees
- Transparent, honest and accurate service

How much will I save by joining MerlinVet-cel?

Practices joining MerlinVet-cel will typically save between 2 and 5 %, depending on how well they purchase currently.

Do I need to leave my current wholesaler?

Absolutely not! We trade with all three of the current veterinary wholesalers in the UK and have no interest in interfering with that relationship.

Will I have to change my current product mix?

No, however, we do suggest changes that are to your advantage but whether you choose to make them is purely up to you.

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Can I still see the manufacturers' representatives?

Of course you can! The relationship between company representatives and our practices is one of our most important contacts. When a representative comes to see you, they will know exactly how much you pay for their products and you will be able to sit down with them and review your cost price on the MerlinVet-cel websites partner's page.

What do I do about special offers from manufacturers?

From time-to-time manufacturers will put additional terms or offers on the partner's page or they will present you with FOC offers when they call. These are opportunities that you can avail yourself of and we provide a smart phone app that will help you calculate your cost price if you take the offer.

How do I calculate my cost price purchasing from MerlinVet-cel?

All prices are on the website showing list price, cost price and nett/nett.

[Visit the MerlinVet-cel website to find out more](#)

MerlinSalus PAM

MERLINSALUS PAM

Personal Anaesthetic Monitoring

What do you do?

We monitor anaesthetic exposure in your workplace safely & accurately.

What are the benefits of Personal Monitoring:

- Measures staff exposure level
- More accurate than environmental measurement
- Badges & tubes are light, unobtrusive, and practical
- Helps comply with COSHH, RCVS Practice Standards and Work Exposure Limits

What are the costs?

Only £39.75 + vat per badge

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How can I order?

You can make an order through our website – click [here](#).

[Visit the MerlinSalus PAM website to find out more.](#)

MerlinSPS



What do you do?

SPS offers simple subscription & health plan solutions

What are the benefits?

- YOU choose what YOU want in your health plan & how much to charge
- Bespoke online sign-up forms personalised to YOUR practice
- Individualised portal allowing you to update, amend, and cancel plans instantly
- Immediate alerts to failed payments
- Optional home delivery of prescription products via our MerlinVet UK warehouse

What are the costs involved?

No joining or renewal fees for you or your pet owners!
Just one small monthly admin charge of £29.99 per practice

How do I get in touch?

Please fill out the contact form [here](#)

[Visit the MerlinSPS website to find out more](#)

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MerlinVet Group



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What does MerlinVet Group do?

By listening to the needs of vets we provide products, services, business solutions and, above all else, the support needed to run efficient and profitable practices.

At MerlinVet Group, we comprise a:

- bespoke wholesaler
- import/export business
- buying group
- health plan provider
- gas exposure monitoring service

Can you explain why your branding has changed?

We have recently undergone a rebranding and merger whereby MerlinVet UK and Export joined with Vetcel. The merger has proved of benefit to Vetcel and Merlin's respective clients, providing global support to independent veterinary practices at a time when they are under considerable corporate pressure. The merger has meant better support for non-corporate vet practices in the UK and across the EU, the Far East, and the rest of the world.

We made the decision to update our branding so that there is consistency across the board.

I've heard you also work with Relyne – what's that all about?

MerlinVet UK & Export are proud global distributors for the Hagyard Medical Institute, Lexington, Kentucky of their peer reviewed gut health product, Relyne GI.

This is a natural formula delivering effective support for the equine digestive system.

Find out more on the Relyne website [here](#).

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Can I follow you on social media?

Of course, here are our channels to follow below:

- [Facebook](#)
- [Instagram](#)
- [Twitter](#)
- [LinkedIn](#)

Can I keep up to date with news?

Please sign up to receive news [here](#)

Still got something you'd like to ask us?

Please get in touch via the contact forms on our websites. Alternatively, give us a call:
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