



"WE ARE BUILDING FAMILIES"

# Lifetime Guarantee



Euro Puppy hopes that you will enjoy your new puppy for many years to come. We have taken the necessary steps to ensure that your new pet arrives healthy. Please read the guarantee thoroughly and understand exactly the procedure that needs to be followed from the regular arrival-check-up to ensure the puppy's well being and validation of the guarantee to any claim that has to be made.

Date of Purchase:

Owner:

Breed:

D.O.B.:

Reference #:

Micro-chip and/or tattoo#:

## Euro Puppy's Lifetime Guarantee

- 1.** The purchaser must have the puppy examined by a licensed veterinarian within two (2) normal business days of the arrival. Weekends and public holidays are excluded as they are not seen as normal working days. We do however recommend that you get the puppy to the veterinarian as soon as possibly convenient within the time frame.
- 2.** Euro Puppy must be informed immediately of the examination's result. Once your puppy receives a clean bill of health please email your contact person. If there is a health issue, please fax (+1-206-333-1805) or email the report to your contact person. The failure of this will result in the cancellation of this guarantee!
- 3.** Euro Puppy guarantees the puppy against fatal viruses for 72 hours. These include Distemper, Parvo, and Corona. It does NOT include Coccidia, Giardia and Kennel Cough which are caused by bacteria and not life threatening.
- 4.** This guarantee covers your puppy until one (1) year of age against fatal and life altering congenital and genetic diseases which adversely affect the health of the animal. This includes: severe luxating patellas, severe hip and elbow dysplasia which hampers the dog's movement and natural gait and requires surgery to correct, generalized demodectic mange (not localized), kidney and heart failure, spine, and liver problems of a severe life threatening or altering nature. In such event Euro Puppy will replace the puppy with another of equivalent value within six months. Purchaser is responsible for the total transportation cost of the replacement puppy. Euro Puppy does not require, but may reserve the right to have the puppy in question sent back at the purchaser's expense.
- 5.** If the dog dies before two (2) years of age, the purchaser will pay to have it autopsied to ascertain reason. Only if the reason is genetic or congenital, Euro Puppy will replace the puppy with another of equivalent value within six months. The purchaser is responsible for the total transportation cost of the replacement puppy.
- 6.** In the event of the death of the dog, due to sickness or disease between two (2) and ten (10) years old, the Seller shall issue a store credit in the amount of 50% of the original value of the dog towards the purchase of a replacement dog. For the purpose of this guarantee the original value does not include shipping costs, crate, health certificate and export pedigree. It is solely the price of the dog. Such credit shall be good for 90 days from date of the dog's death.
- 7.** In the event this guarantee is exercised, the registration papers must be returned to the Seller.
- 8.** In case of severe elbow or hip dysplasia, the radiograph should be permanently identified in the film emulsion with micro-chip number, registered name and/or number, date of birth, name of the veterinarian or hospital making the film, date of radiograph taken. Furthermore, the radiograph and report must meet OFA's standard submission requirements. Not providing the information as described above will result in the cancellation of the guarantee.

**9.** Any serious report must be officially written up with the clinic's official headed paper and signed by the veterinarian. The official report including the dog's date of birth, registered name/number, and micro-chip number must be scanned and emailed or faxed to us (+1-206-333-1805) within 24 hours after the examination. The report must be clear and precise stating the symptoms, exact problem, severity and the test(s) that have been done, i.e.: x-ray, ultrasound, blood test, etc. A second (2nd) official licensed veterinarian's report from a state clinic will also be needed stating the same problem. It must also be on official headed paper and signed. The second report must be done as soon as conveniently possible. Clear digital photos and/or video may also be requested to verify a problem. Before any claim is granted Euro Puppy's licensed veterinarian or a specialist will have to view and approve the validity of the claim.

**10.** Congenital and genetic diseases which are not life threatening and do not adversely affect the health of the animal are not covered by this guarantee. Such diseases are localized demodex mange, grade 1-2 heart murmur, grade 1-2 luxating patellas, cherry eye, localized mange, bladder stones, inverted eye-lids, inverted tails, testicle problems (pre-departure vet check will insure both testicles have descended). The guarantee does not cover what in the Bulldog breed is considered normal: cherry eye, entropion, loose hips, demodectic mange (generalized and localized), and skin allergies. The Bulldog is excluded from the lifetime guarantee and is only covered for one year. The guarantee does not cover hip and elbow dysplasia for Neapolitan Mastiffs, English Mastiffs and Dogue de Bordeaux. The guarantee does not cover demodectic mange (generalized and localized) for Dogue de Bordeaux.

**11.** There is no guarantee that the purchaser will be able to show or breed the puppy regardless of show or breeding potential. We at Euro Puppy can and only will give our professional opinion.

**12.** Euro Puppy will not be responsible for veterinarian fees or costs. The purchaser is aware that owning a puppy means trips to the veterinarian and understands that he/she will be responsible for all payments. Veterinarian care including vaccines, de-worming and heart worm treatment plus regular check ups are all part of owning a puppy and small problems should be treated before escalating into bigger ones. The guarantee will not cover neglect or improper care by the purchaser!

**13.** Purchaser agrees to feed the puppy with premium dog food and not allow the puppy to become obese. Euro Puppy advises to keep the new puppy separate from other dogs in and out of the house until the veterinarian has given it a clean bill of health.

**14.** Any noticed health issue must be reported immediately to us so we can assist and advise. Euro Puppy requires the purchaser to keep us updated with information regarding the dog's well being. We would like information about the dog's current weight, living conditions, socialization, feeding, veterinarian visits and exercise. Photos although not compulsory would also be appreciated. Keep all vet visit reports and receipts in a safe place for future reference.

**15.** Euro Puppy is not responsible for temperament issues as they can be caused by a lack of training, discipline or proper dog socialization which is determined by every dog's personality.

**16.** Transportation is arranged through third party carriers. There can be delays for numerous reasons including but not limited to weather, logistics, mechanical failure or other unforeseen events. Thus, Euro Puppy shall not be responsible or liable directly or indirectly for any delays that may cause you inconvenience or financial loss.

**17.** Deposits are non refundable. However, if the Buyer should decide to cancel the order within 48 hours of purchase/reservation a full refund minus related payment fees will be given. After 48 hours all sales are final, subject only to the Agreement herein.

**18.** Euro Puppy sells registered dogs and is responsible for providing the pedigree or the export pedigree to the purchaser. Normally, the process takes six (6) to eight (8) months. However, longer wait/processing time is possible on rare occasions and it is out of Euro Puppy's control. Hence, Euro Puppy cannot be held liable for the longer wait.

**19.** Euro Puppy is responsible for providing the purchaser with a standard pedigree for its registered dogs, or if requested, and paid for in full, an export pedigree. Normally, this process takes two (2) to six (6) months. However, a longer Kennel Club processing time is possible on occasions and it is out Euro Puppy's control. Hence, Euro Puppy cannot be held liable for the longer wait.

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**This Agreement represents the total agreement between Euro Puppy and the buyer. No other terms or conditions shall be valid to this sale.**

**I, the purchaser of a puppy from Euro Puppy, hereby acknowledge that I have received a copy of this document. Further, I accept the terms and conditions of the guarantee printed in this document, and I waive and relinquish any other rights that I might otherwise have in the event of such occurrence. The failure of not following the procedure outlined above will result in the cancellation of this guarantee! No cash or credit card refunds. A store credit is valid for 90 days only and after this time will expire.**

<p><b>Purchaser's name (print):</b></p> <p><b>Purchaser's name (signature):</b></p> <p><b>Date:</b></p>
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