

KC's KRUISERS

For Bandit's K9Care



KC's Kruisers Mailing Address:

Attn: Tauni Beckmann
500 West Graham Ave, Box 736
Lake Elsinore, CA 92530

kcskruisers@gmail.com

WHAT'S THE PROCESS TO GET A CART?

We will do everything we can to expedite this process to get a cart out to your baby as soon as possible; however, our ability to do so is largely dependent upon YOUR active participation in the process and whether or not you are responsive to our requests and inquiries.

⇒ Indicates we need **you** to take action

WHAT SHOULD YOU EXPECT TO PAY?

Unlike other programs, We are NOT in this to make any money! We DON'T charge a rental fee like a lot of places do, nor do we have a time limit on your use! We feel that if you need help with a cart then we want to do everything we can to help your baby get the tools they need!

All that we ask for is: 1. a \$50 deposit (that you get back when you return the cart with all of its pieces) AND
2. you pay the shipping charges both ways (when we send it out to you & when you are ready to return it)

HOW DO YOU GET STARTED?

1. You submit your pup's measurements & complete information on the Application -
⇒ Please submit your Application on the Online form or via email to: kcskruisers@gmail.com
2. Once we receive your application, we will confirm if we have the right size cart that matches the measurements you provided & we will send you a confirmation to proceed.
3. To confirm you want to proceed, You will need to submit your \$50 deposit via PayPal (your deposit will be returned once we receive your cart back WITH all of it's pieces in same condition)
⇒ Send \$50 deposit to <https://www.paypal.com/paypalme/KCsLegacy> (Please be sure to click the "Friends & Family" option to avoid the fees - your deposit will be returned with as we receive it - any fees that are deducted will also be deducted when returned)
4. Once your deposit is received, we will get the cart packaged up & will send you the shipping options available for you to choose from... We do have accounts set-up with several shipping companies to receive a special Non-Profit discount that helps with the shipping prices but of course (depending on size, weight & region of ship to address) a smaller rear wheel cart is usually about \$50 to ship and a larger rear wheel cart is usually about \$80 to ship... the Quad Carts weigh more so that will also increase the shipping price but we do every thing possible to keep the rates as low as possible.
5. Once you choose the shipping option you would like us to select, please send that amount on PayPal immediately.
⇒ Send \$_____ shipping amount YOU choose to <https://www.paypal.com/paypalme/KCsLegacy> (Please be sure to click the "Friends & Family" option to avoid the fees - if fees are charged, they will be deducted from your deposit)
6. Once your payment for the shipping is received, we will provide you with the Tracking number. Please be sure to keep an eye on your shipment & be sure to let us know if you notice it "going astray" right away!
7. Lastly, Please be sure to KEEP ALL OF THE PACKAGING so that you have it all when the time comes to send the cart back... the price of shipping materials has gone up significantly these days and we want to be sure that our cart is properly protected so this will save you \$\$\$ too & when sending it back please remember to get the extra shipping insurance (it's usually between \$5-\$10 & well worth it when they lose or damage a cart)

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RECEIVING THE CART

⇒ Please be sure to keep ALL of the PACKAGING MATERIALS that the cart arrives in.

Keep in mind, this is going to be a brand new experience for your baby (& your whole family) and the response you get will rely heavily on how it's presented! Here's some tips that will help:

- ⇒ Use your HAPPY EXCITED VOICE
- ⇒ Get the cart out & leave it in the middle of the room for a couple days for everyone to get used to having it around.
- ⇒ Some pups aren't used to "wearing things", if your pup isn't, then start with having them wear the harness only & act like nothing has changed.
- ⇒ Introduce the cart in short increments - 15-20 mins at a time in the beginning but no longer than about an hour at a time later on.
- ⇒ Find somewhere flat & smooth (concrete / asphalt) when beginning (it's more difficult for them to "pull" in the grass & can scare them if you initially try it on a slope as they learn to "control" the cart) a sidewalk at a park is nice & usually very helpful as there are other pup smells to naturally give them the incentive to "wander" as they discover their new found FREEDOM!
- ⇒ Never PULL or PUSH them in the cart! This tends to give them an "out of control" feeling & will likely discourage them from wanting to try.
- ⇒ Clip the leash around one side of the cart when you go for walkies... if you pull the leash clipped to their collar it could interfere with their balance & make them feel insecure (& please do not use a choke chain with a cart!)
- ⇒ Stirrups - If your pup is still using their back legs, then it is OK to leave their feet down (out of the stirrups) just be sure to put some socks or booties on their lil feet to protect them from getting sores as they still likely have feeling in their feet but cannot control their feet as much.
- ⇒ This is when you break out the *premium treats* to make sure this is a positive experience!

WHAT SHOULD YOU UNDERSTAND

They often start by going backwards... It's just like back when they learned to "sit", they now have to learn how to use their "pulling power" with their front end rather than their "pushing power" with their hind end so be sure to only use Pawsitive Encouragement & no negative punishment.

They will "feed" off of your emotions... Pups like you to be their leader, so if you present this as a great fun new opportunity they usually follow your lead & find their freedom quickly but if you approach this as "Eeyore" then they could feel your concern & worry and not be brave enough to try.

However, the proper fit is imperative for this experience being successful for your baby. Please send us pics & videos (fb messenger works best for this) so we can help guide you thru this. One thing to make sure of is that there is NO pressure sitting BEHIND your baby's shoulder blades, this could cause soreness and will lead to them not having a successful experience.

WHAT TO REMEMBER

1. There is a cart care sheet in the manilla envelope that came in the cart package that has more detailed info.
2. If something breaks, Please let us know ASAP via email to: kcskruisers@gmail.com or sent us a fb message
3. The cart will constantly need adjustments as your baby's body changes (especially if you are taking the DM journey) so remember what WAS working may just need a quick adjustment & may not mean they're done.
4. It's very common for handicapped pups to get UTI's, if they are having accidents, start by having them checked for a UTI & not just "chalking it up to incontinence" (95% of the time we see this, it's just a UTI & can be treated) also remember they need water where they can reach it
5. Please feel free to check out the "Helpful Tips" section of www.shadeoutdm.org for Tips on caring for a handicapped pup. You are also welcome to join the #ShadeOutDM member group on facebook for support from vets & other loving parents from around the world that are or have walked in your shoes & are usually very helpful & comforting at all hours during your time of need.