

POLICIES

Our Promise to You: You will receive a happy, healthy puppy that has been loved and handled daily for the best in socialization. We have play areas for our puppies and they will be exposed to different types of environments and noises, so that they will handle the transition from our place to yours better. You will receive weekly updates on your puppy which includes videos and pictures, and we encourage video chats so that you can be a part of your puppy's life as he/she changes and grows.

Non-Refundable Deposit: A non-refundable deposit of \$500 guarantees that the puppy is yours and will be held for you until the puppy is seven weeks old. At that time, the balance of the puppy price must be paid in full.

Payment for Puppy: Payment in full for your puppy is due the day when he/she turns seven weeks old. If you paid a deposit, that deposit will be applied towards your puppy. If payment in full is not received by the time your puppy is seven weeks old, then that puppy will no longer be held for you and will be available to others, and you will have lost your deposit.

*****NOTE** Even if you plan to pick-up your puppy from our premises, payment for your puppy must have been made when the puppy turns seven weeks old. We do not accept final payment the day the puppy is picked up.***

Visiting your puppy: We always encourage you to come and start bonding with your puppy. If that is not possible, then we will send you pictures and a video of your puppy every week from the time the deposit is made. You are welcome to call, text, email any questions you may have. We also encourage video chats so you can watch your puppy grow and interact with their littermates.

Transportation: Transportation is a separate cost. If you cannot pick up your puppy, then we offer both ground and air transportation. The companies we use are reputable and I trust these companies with my precious little ones. We will board your puppy at no cost until the first available transportation date. If you decline that date, then there is a \$20 boarding fee per day until the puppy leaves. Boarding fees must be paid before the puppy leaves.

Boarding: When your puppy turns eight weeks old, we expect you to pick him/her up as soon as possible. We will hold them at no cost to you for the first three days after they turn eight weeks old. After the third day, we charge \$20 a day for boarding. Payment for boarding is due when the puppy is picked up.

Re-Homing: Sometimes circumstances in our lives beyond our control make it necessary to re-home your puppy/dog. Any puppy born in our kennel regardless of its age, will always be welcomed back. We never want any of our puppies ending up in a shelter.

We do not offer a refund on your puppy/dog and you are responsible for all transportation costs associated with getting your dog back to us. We will try to find him/her a new family, but if that does not work, your dog will always have a home with us.