

# HEALTH GUARANTEE & WARRANTY POLICY





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## POLICY



At Sinala Cockapoos [Seller Name], the health and well-being of our puppies are our top priority. We are committed to responsible breeding practices and to providing every puppy with the best possible start in life.

This Health Guarantee outlines what is covered, for how long, and the buyer's responsibilities.

### Health Testing & Breeder Assurance

- All breeding dogs at Sinala Cockapoos [Seller Name] undergo appropriate health testing relevant to their breed(s), which may include [e.g., hip/elbow scoring, DNA testing, BVA eye tests, heart screening, etc.].
- Puppies are examined by a licensed veterinarian before going to their new homes.
- Each puppy is provided with up-to-date vaccinations, worming treatments, and flea/tick prevention (as age-appropriate).

### Health Guarantee Coverage

We offer the following health guarantees from the date of transfer to the new owner:

#### 1. 72-Hour Initial Health Guarantee

- The buyer is required to have the puppy examined by their own licensed vet within 72 hours of collection.
- If a serious health issue is diagnosed that would have affected the puppy's quality of life or suitability as a pet, the buyer may return the puppy for a full refund or exchange (if available), accompanied by a signed vet report.

#### 2. 12-Month Genetic Health Guarantee

- We guarantee against life-threatening congenital or hereditary conditions for a period of 12 months from the puppy's date of birth.
- Covered conditions may include: severe hip dysplasia, congenital heart defects, epilepsy, and other serious genetic disorders confirmed in writing by a licensed vet.

### Exclusions

This guarantee does not cover:

- Minor or treatable conditions (e.g. parasites, mild hernias, cherry eye, under/overbites).
- Illnesses resulting from neglect, injury, malnutrition, abuse, accidents, or failure to follow vet recommendations.
- Vaccination-related reactions or conditions that arise after the puppy leaves our care.
- Conditions common in some breeds that are cosmetic and non-life-threatening.

## **Claim Process**

To make a claim under this policy:

1. The buyer must notify us in writing within 48 hours of diagnosis.
2. A written veterinary report (on official letterhead) must be provided with clear evidence of the condition.
3. We may request a second opinion from a vet of our choosing.
4. If verified, the buyer may receive:
  - A replacement puppy (subject to availability), or
  - A partial/full refund (at the breeder's discretion).

## **Buyer Responsibilities**

- The puppy must receive regular vet check-ups, a healthy diet, vaccinations, and proper care.
- The puppy must not be bred unless sold with breeding rights.
- Health guarantees become void if the puppy is mistreated, not adequately vaccinated, or bred irresponsibly.

## **Transferability**

- This health guarantee applies only to the original purchaser listed in the sales contract and is not transferable to a new owner if the dog is rehomed, gifted, or sold.
- If the dog changes ownership, all guarantees are void unless agreed in writing by Sinala Cockapoos [Seller Name].

## **Dispute Resolution**

- We aim to handle all issues with professionalism and fairness. If a dispute arises, both parties agree to first attempt resolution through direct communication.
- If resolution cannot be reached, mediation may be pursued before considering legal action.
- This policy is governed by the laws of York County, Pennsylvania, and any legal matters shall be handled in the appropriate jurisdiction.

## **Limitations of Liability**

- Sinala Cockapoos is not liable for any emotional distress, vet bills, training costs, or damages related to the ownership of the puppy beyond what is outlined in this policy.
- Our total liability, under all circumstances, will not exceed the original purchase price of the puppy.
- We are not responsible for any issues arising from the buyer's personal choices, such as dietary changes, environmental stressors, or interactions with other animals.