

PUPPY RETURN REHOMING POLICY



PUPPY RETURN & REHOMING

TERMS & CONDITIONS



At Sinala Cockapoos (Seller Name), we are committed to the lifelong welfare of every puppy we breed. We understand that unforeseen circumstances may arise, and we are here to support our buyers in the event they can no longer care for their dog.

This policy outlines how returns and rehoming are handled to ensure the safety and well-being of our puppies.

Lifetime Return Policy

- We offer a lifetime return policy for all dogs bred by us. If at any point the buyer is unable to keep the dog, we require the dog be returned to us rather than being rehomed, sold, or surrendered to a shelter or rescue.
- No refund or credit is guaranteed for returned dogs, especially if they are beyond puppy age or not in their original condition.

Notification & Return Process

- The buyer must contact Sinala Cockapoos as soon as possible if they are no longer able to care for the dog.
- We will discuss the circumstances, gather relevant details about the dog's current health and behavior, and arrange a suitable plan for return or surrender.
- The buyer is responsible for any surrender costs or costs involved in transporting the dog back to us unless otherwise agreed.

Rehoming Protocol

- If a return is not feasible due to distance or other constraints, the buyer must obtain written permission from Sinala Cockapoos before rehoming the dog.
- We may assist with rehoming through our network to ensure the dog is placed in a safe, responsible, and appropriate environment.
- All new homes must be approved by us in advance. This is to uphold our responsibility as ethical breeders and ensure continuity of care.

Unfit Living Conditions

- If we have reason to believe that the dog is being neglected, abused, or living in unsafe conditions, Sinala Cockapoos reserves the right to take action, including reclaiming the dog where legally permitted.
- This helps ensure the ongoing health, happiness, and safety of our dogs.

Refund & Fees

- Puppies returned within the first 3 days after purchase due to unforeseen issues may be eligible for a partial refund, depending on the situation and condition of the puppy at the seller's discretion.
- Returns after this period will not be eligible for a refund.
- In some cases, a rehoming fee may be applied to offset the cost of veterinary care, training, or resettlement before the dog is placed in a new home.

Buyer Agreement

- By purchasing a puppy from Sinala Cockapoos, the buyer agrees to never sell, trade, rehome, or surrender the dog without first contacting us.
- By purchasing a puppy from Sinala Cockapoos, the buyer agrees never to breed the dog unless breeding rights were purchased at the time of sale through a written agreement only.
- This policy is in place to ensure that none of our dogs ever end up in a shelter, rescue, or unsuitable home.

Emergency Circumstances

- In the event of sudden emergencies (e.g., illness, death, relocation, eviction), we will work with the buyer or their family to arrange immediate return or care of the dog.
- We ask that buyers include Sinala Cockapoos as an emergency contact in any pet care planning or will documentation to ensure the dog's safety in unexpected situations.

Health & Behavior Assessment

- Upon return, the dog will be assessed by our veterinarian and/or a qualified behaviorist to determine their physical and emotional condition.
- Any required veterinary treatment, behavioral support, or quarantine protocols will be addressed before the dog is considered for rehoming.
- If a returned dog poses a risk to others (e.g., aggression, severe fear, bite history), we reserve the right to determine the most humane and responsible course of action.

Record Keeping & Microchip Transfer

- All returns and rehoming arrangements are documented for transparency and traceability.
- If the dog is purchased, returned, or rehomed through Sinala Cockapoos, we will keep the microchip registration to reflect the Seller's information. The Buyer must update their information with the Seller who will contact the buyer in the event of microchip-related outreach.
- Buyers are expected to cooperate with any paperwork or documentation needed to keep contact record up to date.