

CANCELLATION POLICY





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TERMS & CONDITIONS

At Sinala Cockapoos (Seller Name), we take great care in raising our puppies and carefully matching them with committed families. We understand that circumstances can change, but due to the time, care, and resources invested into each puppy, we have implemented the following policy.

Holding Fee / Deposit Cancellations

- All holding fees and deposits are non-refundable, as outlined in our Non-Refundable Fee Agreement.
- If the buyer cancels after reserving a puppy, the holding fee will be retained to cover administration, lost opportunity, and care provided during the reserved period.
- If the buyer wishes to defer to a future litter, this may be granted once, at the breeder's discretion, provided at least 7 days notice is given before the scheduled pick-up date.

Cancellation After Final Payment

- If full payment has already been made and the buyer cancels more than 7 days before pickup, they may receive a partial refund, minus the non-refundable deposit and any applicable expenses.
- Cancellations made within 7 days of the agreed pickup date will not be eligible for a refund, as the puppy will likely need to be rehomed on short notice and may require additional time and care.

No-Shows or Missed Pickup

- If the buyer fails to attend their scheduled pickup appointment and does not communicate within 48 hours, the reservation will be considered cancelled.
- In such cases, no refund will be issued, and the puppy may be re-listed for sale.

Breeder-Initiated Cancellations

- In rare cases where Sinala Cockapoos (Seller Name) must cancel the sale (e.g. due to health concerns or unforeseen circumstances), the buyer will receive:
 - A full refund, or.. The option to transfer funds to a future litter.
- In rare cases where Sinala Cockapoos (Seller Name) must cancel the sale due to an unfit buyer, the buyer may receive:
 - A partial refund, less applicable deposits, holding, and rehoming fees.
- The breeder reserves the right to cancel a sale at any time if it is deemed to be in the best interest of the puppy.

Buyer Acknowledgement

By reserving a puppy, the buyer confirms they have read and understood this Cancellation Policy and agree to its terms. This ensures transparency, fairness, and the continued wellbeing of our puppies.