

NON-REFUNDABLE FEE AGREEMENT





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PUPPY DEPOSIT



At Sinala Cockapoos (Seller Name), we dedicate considerable time, care, and resources to raising healthy, well-adjusted puppies.

To protect our breeding program and ensure commitment from buyers, we require a non-refundable holding fee when a puppy is reserved.

This policy outlines when this fee applies, and under what circumstances (if any) refunds may be considered at the sole discretion of the seller.

Purpose of the Holding Fee

- The holding fee secures a specific puppy or place in the picking order from a current or future litter.
- Once the fee is paid, the chosen puppy is marked as reserved and no longer available to other potential buyers.
- This fee contributes to the cost of daily care, food, vet visits, admin, and time spent communicating with buyers.

Fee Amount & Payment

- The standard non-refundable holding fee is \$400.
- This amount is deducted from the final purchase price of the puppy, with the remaining balance due before or on the day of collection.
- The fee must be paid via [insert accepted payment methods] and confirmed in writing by Sinala Cockapoos.

Non-Refundable Terms

- Holding fees are non-refundable under all circumstances, including but not limited to:
 - Change of mind,
 - Changes in personal circumstances (e.g., relocation, financial hardship, new job, landlord issues),
 - Allergies, family disagreements, or failure to prepare appropriately for puppy ownership.
- This policy is in place to discourage impulse reservations and ensure serious commitment from buyers.

Breeder-Initiated Refunds (Rare Exceptions)

- A refund may be considered only if:
 - The reserved puppy becomes unfit for sale due to health or developmental issues,
 - The breeder cancels the sale for ethical or health-related reasons.
- In such rare cases, the buyer may be offered a:
 - Full refund, or
 - Transfer of the fee to a future litter (if available and agreed in writing).

Transfer of Fee

- At the breeder's discretion, the fee may be transferred to a future litter once, provided written notice is given at least [e.g. 2 weeks] before the original pick-up date.
- A second transfer request or failure to follow through will result in forfeiture of the fee.

Buyer Acknowledgement

- By submitting the holding fee, the buyer confirms that they have read, understood, and agreed to the non-refundable terms of this policy.
- The buyer understands that holding a puppy removes it from availability and represents a serious financial and time commitment by the breeder.

No-Shows & Last-Minute Cancellations

- If the buyer fails to attend the scheduled pick-up appointment without prior notice, the puppy may be re-listed for sale after 24–48 hours, and the holding fee will be forfeited.
- Last-minute cancellations (within 72 hours of pickup) are treated as a no-show and are not eligible for refunds or transfers unless agreed in writing.

Communication Expectations

- Buyers are expected to stay in regular contact leading up to the agreed collection date.
- Lack of response to messages, failure to confirm arrangements, or disappearing communication for more than 7 days may result in cancellation of the reservation and forfeiture of the holding fee.

Fee Structure Transparency

- The non-refundable holding fee is clearly stated on:
 - Our website,
 - Puppy Application Form,
 - Reservation confirmation email/message.
- Buyers will also receive a written receipt or invoice confirming payment and terms. No puppy will be held without written acknowledgment of this policy.