

Heider Dachshunds Policies: (as of 1/17/05) (may be superceded by successive Policy revision)

- I. **Puppy guarantee**- Upon possession of the puppy according to the date on our receipt or airline shipping date, we give a "warranty" based on these conditions: 1.) The puppy must be taken to a licensed veterinarian and examined within 72 hours of the transfer of the puppy, protection of the new puppy in its new home being the new owner's responsibility. 2.) If the puppy is found to be fatally congenitally deformed, the veterinarian will put the puppy down and send us an original letter on his office's letterhead including the date of examination, directly to us, stating his findings and that he put the puppy down. 3.) If the puppy is found to be fatally infected with disease, the veterinarian shall put the puppy down and mail us an original letter on his office's letterhead including the date of examination, directly from his office, stating his findings and that he put the puppy down. 4.) If the puppy is found to have non-fatal, but unsatisfactory health problems which would make the puppy unfit for future breedings within the first year of the puppy's age, the puppy will be shipped back to us along with registration papers, receipts, and vet statements. Shipping will be made at our expense and upon receipt of the returned puppy; we will forward airline expenses to the client. Defects of this type will result in the return of the price of the puppy within the first week after shipment. After the first week, a replacement puppy of same type, quality, and gender will be shipped, at our expense out of the next available litter not having previous obligations. 5.) If the puppy is shipped via commercial air transport and the puppy is fatally injured, the insurance coverage purchased by the prospective client will be in effect and shall cover any loss. 6.) If the puppy matures and is bred, the warranty becomes null and void, use for breeding implying acceptance of all conditions. These are the only conditions warranted by our kennel and any conditions other than these are not warranted. If the examination is not performed within 72 hours of possession and the letter not sent directly from the veterinarian's office or not including the date of examination, the warranty is null and void and will not be honored by our kennel. Also, if the puppy is shipped by commercial air transport, the date of shipment initiates the 72-hour period permitted for licensed veterinarian examination.
- II. **Fulfillment of Warranty**- Upon receipt of the letter from the licensed veterinarian, we will review his findings and request the return of the original registration and any copies of our receipts of payments of the deceased puppy for our records. We will then allow a choice to the client of the same type, quality, and gender out of the next available litter produced and mail a statement to that effect. This policy is not intended to engender alarm to the potential client, as we have not had any occurrences of events leading to or causing a fatality of the puppy to date.
- III. **Deposits**- Any deposit must be for a minimum of 50% of the full price of the puppy to hold it for a client until either weaning is completed or the client picks up the puppy. Even though weaning is completed, shipment might not be allowed by the commercial air carrier due to temperature or other extenuating conditions. In that event the deposit continues to hold the puppy for the client. The deposit is non-refundable and non-transferable to another puppy. This policy is to protect and ensure that we may conduct business in a fair manner with other prospective clients and that we are not injured by loss of potential sales to another client due to a client's change of mind.
- IV. **Payments**- Payments of any kind, deposits or otherwise, are only accepted in the form of cash or U.S. Postal Money Order. Payments of less than 50% for deposit and less than the final amount to make payment in full will not be accepted. Receipt of payment will be printed and mailed by us in as timely a manner as practicable--usually within two days. When mailing the receipt for deposit, the client's signature is not necessary.
- V. **Receipts and Registration**- Any time a payment is made, a receipt will be issued. However, due to circumstances beyond our control, AKC registration papers might not be returned in a timely manner. We will issue receipt with note upon it that the AKC registration papers will be forwarded when received.
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