

Euro Puppy's Money-back Guarantee is an inseparable part of the General Terms and Conditions.

Euro Puppy's Money-back Guarantee (the "Guarantee") is **optional** and will only protect your purchase if you choose to include it before your puppy's arrival. It is designed to give you peace of mind and confidence in your decision to welcome a new member into your family. This Guarantee is in addition to, and **does not replace, our Lifetime Health Guarantee** concerning the health and genetics of your puppy. The Guarantee is subject to the following terms and conditions:

1. GUARANTEE COVERAGE

This Guarantee covers situations where the puppy delivered to you does not meet your expectations based on the initial order or agreement. Specifically, this Guarantee applies if:

- **Incorrect Puppy:** You receive a puppy different from the one you ordered, whether in terms of breed, gender, color, or other significant characteristics as agreed upon at the time of purchase.
- **Breed Standards:** The puppy does not meet the recognized breed standards for its specified breed, considering physical or behavioral traits not disclosed before purchase.
- **Aesthetic Issues:** The puppy has aesthetic or physical issues that are not expected to recover within 30 days or are deemed permanent. This includes but is not limited to significant cosmetic flaws or physical impairments not disclosed before purchase.
- **Health Issues:** All points covered in our Lifetime Guarantee are further covered in this Guarantee. The puppy suffers from health issues that are significant, require more than 30 days to recover, or are diagnosed as permanent conditions not disclosed at the time of purchase.

2. GUARANTEE PERIOD

This Guarantee takes effect upon the day of the departure of the dog from Euro Puppy to the Purchaser's location, and is valid for a period of 30 days from the dog's departure. Any claims under this Guarantee must be made within this period.

Any claim will be considered void if the dog is not taken by the Purchaser to Veterinary Clinic at the Purchaser's location, within 48 hours of arrival (excluding nonworking days).

3. RETURN OF PUPPY

Should you choose to exercise this Guarantee, we reserve the right to require that the puppy be returned to us. The cost of returning the puppy will be the responsibility of the buyer. The puppy must be returned in good condition, without any additional health issues or injuries occurred after the initial delivery.

4. REFUND POLICY

Upon a valid claim and return of the puppy - if requested, Euro Puppy will refund the full purchase price of the dog. Please note that this Guarantee does not cover any shipping costs or other additional services purchased at the time of the original transaction. Only the purchasing price of the dog is subject to refund under this Guarantee.

5. EXCLUSIONS

This Guarantee does not cover:

- In cases where the Purchaser believes they have a dog other than the one advertised and chosen, then the differences in appearance must not be subjective, or considered interpretive. For example the shading of the dog's coat will not be accepted as a valid reason for making a claim.
- Minor aesthetic or physical issues that do not significantly affect the puppy's health or well-being.
- Health problems that are temporary and recoverable within 30 days, unless otherwise covered by the Guarantee, such as bacterial infection, movement issues, allergies, colds, flu, or high temperatures.
- Health issues that are not reported to Euro Puppy within 24 hours, or are not conclusively proved or documented.
- Health issues as a result of negligence or mistreatment, either by the Purchaser or veterinarian after the arrival of the puppy.
- Health issues that result from unexpected complications during veterinary surgery or intervention, after the arrival of the puppy.
- Issues or characteristics that are natural to the breed or were disclosed prior to purchase.
- Issues with the English Bulldog and the Neapolitan Mastiff breeds which are considered normal: cherry eye, entropion, loose hips, and skin allergies.
- Behavioral problems, and issues that can be resolved through training and socialization, which is the responsibility of the Purchaser.
- Any level of training, whether paid for or not, including but not limited to potty training.

6. CLAIM PROCESS

To exercise this Guarantee, the buyer must contact Euro Puppy within the Guarantee Period, providing detailed reasons for the claim and any supporting documentation or evidence, such as photographs, veterinary reports, and a detailed description of the issue.

- If the guarantee is executed by the Purchaser then it is their responsibility to provide all requested evidence to substantiate their claim.
- If it is believed by Purchaser that they have received an incorrect dog, this can only be established by the presentation of photographs and a description of physical features that are clearly differing to the dog as originally advertised.
- Any noticed health issue must be reported immediately to Euro Puppy to allow for assistance and advice. Not reporting a serious health issue within 24 hours of the 1st veterinary visit, will result in the cancellation of the guarantee.

7. FINAL PROVISIONS

Euro Puppy reserves the right to investigate the claim, which may include requesting further documentation, visiting the puppy (if necessary), or consulting with a veterinarian. Euro Puppy also reserves the right to deny claims that do not meet the terms and conditions outlined in this Guarantee.

This Guarantee is intended to provide additional peace of mind and is a testament to our commitment to the quality and health of our puppies. We are committed to providing healthy, well-bred puppies and to supporting our customers through the puppy adoption process.

This Guarantee is non-transferrable and applies only to the original purchaser of the puppy. Euro Puppy retains the right to modify these terms and conditions at any time without prior notice. This Guarantee does not affect your statutory rights.

Last updated: March 25th, 2024