

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

The guarantee is not meant to warrant that the dog will not have a health problem in his or her entire life. A dog's health depends on many different factors such as proper feeding, care, exercise and genetics. Some of these are unpredictable or we have no influence on them. In spite of our experience, strict protocols and loving care, no one can guarantee that the dog will not have a health issue at some stage of its life.

Dogs are usually shipped by the age of 4 months. In the case of countries that require the dog to be older than 4 months before import, and anywhere up to 1 year old, then the dog will be boarded either with the breeder or a Euro Puppy representative until import is permitted. The Guarantee on the dog takes effect upon the dog reaching 4 months of age, whether the dog has been delivered or is still boarded by Euro Puppy. Any problem or illness that could develop with the dog after 4 months of age and during boarding, that is not covered by the terms of the guarantee, such as a minor illness that could affect future breeding or showing, cannot be claimed upon, nor any refund accepted. See below for illnesses that are not covered by our guarantee.

A licensed veterinarian must examine the dog within two (2) normal business days of the arrival. Weekends and public holidays are excluded, as they are not seen as normal working days. Euro Puppy does, however, recommend that the dog visits a veterinarian as soon as possibly convenient within the time frame.

Euro Puppy must be informed immediately of the examination's result. Once the dog receives a clean bill of health please email the contact person at Euro Puppy. If there is a health issue, the report must be sent to Euro Puppy.

As a responsible owner, the new owner agrees to feed the dog with premium dog food and not allow the dog to become obese. Euro Puppy advises to keep the new dog separate from other dogs in and out of the house until the veterinarian has given it a clean bill of health.

The new owner is required to keep Euro Puppy updated with information regarding the dog's well being at least annually. Euro Puppy requests information about the dog's current weight, feeding, living conditions, socialization, exercise, veterinarian visits and a couple of photos. All these details shall be sent to puppy.support@europuppy.com. Euro Puppy recommends that all veterinary visit reports and receipts be kept in a safe place for future reference if needed.

1. THE GUARANTEE COVERS THE DOG AGAINST THE FOLLOWING

- Fatal viruses for five (5) days or 120 hours from its arrival. These are: Distemper, Parvo, and Corona virus.
- Death caused by a genetic or congenital reason.
- Life altering congenital and genetic diseases which adversely affect the health of the dog. This includes: generalized demodectic mange, kidney and heart failure, spine, and liver problems.
- Severe luxating patellas, severe hip and elbow dysplasia which hampers the dog's movement and natural gait and requires surgery to correct until four (4) years of age.

2. MAKING A GUARANTEE CLAIM

- 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.
- The official report - written up with the clinic's official headed paper and signed by the veterinarian - including the dog's date of birth, registered name/number, and microchip number must be scanned and emailed to puppy.support@europuppy.com within 24 hours after the examination. The report must be clear and precise stating the symptoms, exact problem, severity and the test(s) that have been done, i.e.: x-ray, ultrasound, blood test, etc. A second (2nd) official licensed veterinarian's report from another independent clinic may also be required. Clear digital photos and/or video may also be requested to verify a problem. Before any claim is granted Euro Puppy's licensed veterinarian or a specialist will have to view and approve the validity of the claim.
- In the event of death, a necropsy report is required to ascertain reason.
- In case of severe elbow or hip dysplasia, the radiograph should be permanently identified in the film emulsion with microchip number, registered name and/or number, date of birth, name of the veterinarian or hospital making the film and the date of the radiograph taken.
- The guarantee claim will not be approved if the reported illness cannot be traced back to genetic or congenital reasons. Furthermore if the cause of illness is unknown and cannot be clearly determined by the licensed veterinarian no claim will be accepted.
- The new owner may choose another dog of equivalent value from the Euro Puppy website within six months of the tragic event.

3. WHAT IS NOT COVERED

- Coccidia, giardia, kennel cough, cold, pneumonia and other bacterial diseases.
- Diseases which are not life threatening and do not adversely affect the health of the dog. Such diseases are localized demodectic mange, grade 1-2 heart murmur, grade 1-2 luxating patellas, cherry eye, bladder stones, inverted eyelids, inverted tails, testicle problems (pre-departure vet check will insure both testicles have descended).
- Issues with Bulldog and the Neapolitan Mastiff breeds which is considered normal: cherry eye, entropion, loose hips, demodectic mange (generalized and localized), and skin allergies.
- Temperament issues as they can be caused by lack of training, discipline or proper dog socialization.
- Successful Showing or breeding of the dog, regardless of show or breeding potential. Euro Puppy can and only will give a professional opinion.
- Veterinarian fees or costs. A dog owner, must be aware that owning a dog means visits to the veterinarian and understand that they will be responsible for all payments. Therefore, Euro

Puppy strongly recommends the purchase of pet insurance for all dogs to cover unexpected veterinarian fees.

- Neglect or improper care by the new owner! Veterinarian care including vaccines, de-worming and heartworm treatment plus regular checkups are all part of owning a dog and small problems should be treated before escalating into bigger ones.
- The new owner is responsible for the total transportation cost of the new dog, however if Shipping Protection is purchased there will be an exemption from paying these costs. Euro Puppy does not require, but may reserve the right to have the dog in question sent back at the new owners expense.

4. FULL PUPPY LOSS COVERAGE GUARANTEE

This point applies to the new owner only if they were to additionally purchase Euro Puppy's Shipping Protection.

With this protection the dog owner would not be liable to pay any new shipping costs for the puppy that they would receive if they were to exercise this Guarantee, this also covers agent fees, health certificate, microchip and crate, and is available up to the original shipping amount paid previously. The Shipping Protection cannot be used for a new purchase, only for the dog covered under the Puppy Loss Coverage Guarantee.

Purchaser understands and accepts, there is no cash or credit card refund.

Dated as of January 14th, 2016