

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

Euro Puppy's Health Guarantee (the "Guarantee") is designed to give you peace of mind and confidence in your decision to welcome a new member into your family. We are committed to providing healthy, well-bred puppies and to supporting our customers through the puppy adoption process. The Guarantee is subject to the following terms and conditions:

1. The guarantee is not meant to warrant that your puppy 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 your dog will not have a health issue at some stage of its life.
2. Puppies are usually shipped by the age of 4 months. In the case of countries that require the puppy to be older than 4 months before import, and anywhere up to 1 year old, then the puppy will be boarded either with the breeder or a Euro Puppy representative until import is permitted. The Guarantee on your puppy takes effect upon your puppy reaching 4 months of age, irrespective of whether the puppy has been delivered or is still boarded by us. Any problem or illness that could develop with the puppy during boarding, that is not covered by the terms of the guarantee, such as a minor illness that could affect future breeding, cannot be claimed upon, nor any refund accepted.
3. Euro Puppy is responsible for providing the Purchaser with a standard **pedigree** for its registered dogs, or if requested, and paid for, an export pedigree. Normally, this process takes two (2) to six (6) months. However, a longer Kennel Club processing time is possible on rare occasions and it is out of Euro Puppy's control. Hence, Euro Puppy cannot be held liable for the longer wait.
4. A licensed veterinarian must examine the puppy **within two (2) normal business days** of the arrival. Weekends and public holidays are excluded, as they are not seen as normal working days. We do, however, recommend that you get the puppy to the veterinarian as soon as possibly convenient within the time frame.
5. Euro Puppy must be **informed** immediately of the **examination's result**. Once your puppy receives a clean bill of health please email your contact person. If there is a health issue, please send the report to your contact person.
6. As a **responsible owner**, you agree to feed the puppy with premium dog food and not allow the puppy to become obese. Euro Puppy advises to keep the new puppy separate from other dogs in and out of the house until the veterinarian has given it a clean bill of health.

7. The owner is required to keep Euro Puppy up-dated with information regarding the dog's wellbeing at least annually. We would like information about the dog's current weight, living conditions, socialization, feeding, veterinarian visits and exercise. We don't require, but would appreciate photos of the dog. Keep all vet visit reports and receipts in a safe place for future reference if needed.

1. GUARANTEE COVERAGE

The guarantee covers your dog against

1. **fatal viruses** for five (5) days or 120 hours from its arrival. These are: Distemper, Parvo, and Corona virus.
2. **death caused by genetic or congenital reason.**
3. **life altering congenital and genetic diseases** which adversely affect the health of the animal. This includes: **generalized demodectic mange, kidney and heart failure, spine, and liver problems.**
4. **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

1. Any noticed **health issue must be reported immediately** to us so we can assist and advise. By not reporting a serious health issue within 24 hours of the 1st veterinary visit, will result in the cancellation of the guarantee.
2. **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 micro-chip number must be scanned and emailed to us 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.
3. In the event of death, a **necropsy report** is required to ascertain reason.
4. 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.
5. You may choose another puppy of equivalent value from our website within six months of the tragic event.

6. 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.

3. WHAT IS NOT COVERED

1. **Coccidia, giardia, kennel cough, cold, pneumonia and other bacterial diseases** are not covered.
2. **Diseases which are not life threatening** and do not adversely affect the health of the animal are not covered by this guarantee. 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).
3. The guarantee does not cover what in the Bulldog and the Neapolitan Mastiff breeds is considered normal: **cherry eye, entropion, loose hips, demodectic mange** (generalized and localized), and **skin allergies**.
4. Euro Puppy is not responsible for **temperament issues** as they can be caused by lack of training, discipline or proper dog socialization.
5. Euro Puppy cannot guarantee that the Purchaser will be able to **show or breed** the dog regardless of show or breeding potential. We, at Euro Puppy, can and only will give our professional opinion.
6. Euro Puppy cannot be held responsible for **veterinarian fees** or costs. As a dog owner, you are aware that owning a puppy means visits to the veterinarian and understand that you will be responsible for all payments. Therefore, we strongly recommend that you buy pet insurance for your dog to cover unexpected veterinarian fees.
7. The guarantee will not cover neglect or improper care by the owner! Veterinarian care including vaccines, de-worming and heart-worm treatment plus regular checkups are all part of owning a puppy and small problems should be treated before escalating into bigger ones.
8. You are only responsible for the total transportation cost of the new puppy, however if you purchased the **Shipping Protection** you will be exempt from paying these costs. Euro Puppy does not require, but may reserve the right to have the dog in question sent back at your expense.

MONEY-BACK GUARANTEE

This point applies to you only if you were to additionally purchase our Money-back Guarantee.

Euro Puppy's Money-back Guarantee is **optional** and will only protect your purchase if you choose to include and pay for it before your puppy's arrival. The Money-back Guarantee is in addition to, and **does not replace, the Lifetime Health Guarantee** concerning the health and genetics of your puppy.

FULL PUPPY LOSS COVERAGE GUARANTEE

This point applies to you only if you were to additionally purchase our Shipping Protection.

With this protection you would not be liable to pay any shipping costs for the puppy that you would receive if you were to exercise the Puppy Loss Coverage Guarantee. This Protection only covers the new shipping costs up to the price of the original shipping including related expenses such as agent fees, pet passport, health certificate, microchip, and crate. The Shipping Protection cannot be used for a new purchase, only for the puppy covered under the Puppy Loss Coverage Guarantee.

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

This Guarantee is non-transferrable and applies only to the original purchaser of the puppy. Euro Puppy Kft. 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