

Twin Oaks New Puppy Guarantee & Contract

Parents: _____

Date of Birth: _____

Thank you for choosing a ***Twin Oaks German Shepherd*** puppy! We hope that you enjoy your new friend for many years! With good care and attention, the chances are high that you and your pup will do very well together, but we also want you to have the peace of mind that comes from knowing we will be here to help in the case of any possible problems that might arise. Here are the details of both our guarantee to you and your commitment to caring for your dog. We have tried to make the details as simple as possible, while still addressing all the points that need to be included.

- We guarantee that your new puppy is in a good state of health when he or she leaves to their new home. It will have already had standard shots/vaccinations and de-worming treatment appropriate for its age.
- You are encouraged also to take him or her to your vet within the first 48 hours of receiving him. If your vet should find any issues with your puppy, we would ask that you contact us immediately so that we can resolve it in the correct way. We may ask for contact information for your vet and a certified letter from your vet describing the problems he has found with your puppy.
- If your puppy is not found to be in a good state of health in any way, you may return him or her to us immediately for an exchange or so that we can treat whatever the issue might be. Alternatively, you may choose to undertake the puppy's treatment yourself, but Twin Oaks would not be responsible for the costs incurred unless prior arrangements are first made.
- In order for any points of this guarantee to be valid, you will be required to provide appropriate continued care (including medical and health care, exercise, proper diet and nutrition, etc.) for your puppy for the duration of its life. Failure to provide appropriate care will nullify and make void this guarantee.
- Your puppy is guaranteed against major genetic health defects for the first 1 year of its life. We have selectively bred your puppy from excellent lines, but it is impossible to entirely ensure that no puppy will ever have any health problems. If you find major genetic health problems in your puppy within the first year of its life, you will have the option of returning the puppy to us, and we will work with you to replace him or her with a new puppy of comparable breeding. Problems arising from environmental conditions or lack of care are not covered by this guarantee. Again, we will reserve the right to request certified documentation from a licensed veterinarian regarding the genetic health problem. We will also reserve the right to confirm this information with our own veterinarian if desired or necessary. Without appropriate documentation, the guarantee will not be in effect.

- Apart from genetic health concerns, there are also various issues that might exclude your puppy from being a candidate for breeding but that are not major health issues. Our guarantee does not extend to cover those issues.
- We also offer a 2 year guarantee regarding your puppy's hips. German Shepherds do have a slightly higher tendency towards hip-related problems than some other breeds. The OFA is the recognized authority in evaluating a dog's hip conditions. Because of the continued physical development as your dog matures, the OFA cannot provide an official hip rating for your dog until he or she is 2 years of age. If you choose to have your dog's hips officially tested by the OFA at 2 years of age, and the dog fails the hip test, you will have the option of returning your dog to us in return for a replacement puppy of comparable breeding. We will ask for official OFA test results for verification purposes.
- If you have bred your dog prior to reaching 2 years of age, the health guarantee will be considered null and void.

Again, hopefully none of these points of the guarantee will ever be necessary, and the biggest factor in avoiding problems is providing excellent care and attention to your new addition. When this happens, problems are much rarer. When problems do arise, we strive to be as helpful, reasonable, and easy to work with as possible. If you have taken proper care of your dog and still encounter a problem, you can rest assured that we will do what is right to address that problem.

We are always available if you have any questions or need any help or advice with your new puppy. We want you to enjoy your puppy for many years to come and will be available to help you in any way that we can! We also love getting new pictures of our puppies as they grow, so feel free to send them to us anytime!!

Twin Oaks German Shepherds

Aaron & Alicia Spencer

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TwinOaksGSD@gmail.com

www.TwinOaksGSD.com

Buyer Name: _____

Buyer Signature: _____

Date: _____