



Terms and Conditions

Your beautiful puppy is exceptionally lucky to have an owner like you and we value every single puppy on our program. Hence we must have some terms and conditions in place to protect us, the pups and you as the new owners!!

1. General:

- 1.1 Terms and conditions are subject to change. Notification of changes will be via email.
- 1.2 In registering with Parent-a-Puppy you agree to the terms and conditions set out in this document.

2. Parenting-A-Puppy Program

2.1 **BRONZE Membership**

This subscription includes access to the Training a Puppy Portal. You will receive an email with instructions on how to login as soon as payment has been approved.

- 2.2 You will receive weekly emails for 52 weeks – giving you updates on how your puppy should be fed, exercised, sleep, behave, teeth, be wormed, vaccinated and a whole range of other advice and information. Please note the recommendations and advice are vet certified and approved, however any concerns please consult a vet.



2.3 **SILVER Membership**

Includes all the benefits of the Bronze Membership

2.4 You will receive delivered to the street address entered on registering for the program the following; puppy food, pig ears, wormer & flea treatments all scheduled and quantified for the times required as the puppy grows.

2.5 **GOLD Membership**

Includes all the benefits of the Silver & Bronze Membership

2.6 You will receive delivered to the street address entered on registering for this program the following; 1x puppy to dog bed, 1 x personalized dog bowl, 2 puppy shampoo & conditioner, 1 x genuine leather collar and lead rope (once big enough to keep as a full grown dog)

2.7 **PLATINUM Membership**

Includes all the benefits of the Gold, Silver & Bronze Membership.

2.8 3 vet checks and vaccinations registered with Huntingdale Vet Clinic. It will be the clients responsibility to contact them and book an appropriate time- the account is automatically covered in your membership. Any additional expenses the client will need to cover.

2.9 12 months pet insurance starting the date of puppy pick up and ceasing 12 months from that date.



2.10 Insurance includes 12 months essential cover with Petplan.

- \$1 Million (Dogs only) Third Party Liability
- Up to \$1,000 Complementary Treatment & Alternative Therapy (Part of the policy aggregate of Veterinary Fees)
- Up to \$1,000 Optional Extra Benefit- Death from Illness
- Up to \$1,000 Optional Extra Benefit- Death from Injury
- Up to \$1,000 Boarding Fees
- Up to \$1,000 Advertising & Reward
- Up to \$1,000 Loss by Theft or Straying
- Up to \$1,000 Holiday Cancellation
- Up to \$1,000 Quarantine Expenses & Loss of Documents

- \$500 Emergency Repatriation

- \$150(Up to 7 years inc)
\$150+20%(8+ years)
\$150+35%(10+ years) Excesses - Standard breeds (for dogs)

- \$150(Up to 3 years)
\$150+20%(4+ years)
\$150+35%(7+ years) Excesses - Select breeds (for dog only)

2.10 More information on the cover will be sent to you in an email.



3. Payments

3.1 Month by Month Subscription

When registering for the 12-month program, you will enter card details which will be automatically charged every month after the initial registration. (It is your responsibility to notify us if these details change/expire)

Any declined payments will incur a \$8 late fee and be reprocessed the following day.

3.2 12 months Upfront

If registered for the 12 month upfront, there will be no other expenses incurred for the Parenting-A-Puppy Program

4. Delivery

4.1 Deliveries

All food, wormers, flea treatment, dog beds, collars, ropes, dog bowls, treats, chew toys and any other gifts will be delivered to your allocated street address.

4.2 Special Instructions

If you have special instructions for the deliver please let us know- as once delivered at your property, the goods are your responsibility.

4.3 Notify Us

If you haven't received your first delivery within the first 2 weeks please let us know ASAP.



5. Termination (30 Day cooling off period)

- 5.1 You will be unable to terminate the 12 month contract after the 30 day cooling off period. (so make sure this is the right decision- puppies are a big deal and a lot of work, the idea of the program is to help you every step of the way)
- 5.2 We feel if you are not a suitable family for our puppies or do not wish to continue with the program- you must send us in writing your reason for your decision and we will discuss with the breeder on how best to place the puppy elsewhere, this can only be done during the cooling off period.

6. Refunds

- 6.1 Refunds will not be issued except in extenuating circumstances. If you choose to cancel within the first 30 days (during your cooling off period) you will not be refunded the first months subscription and will be charged a \$50 cancellation fee.



7. Liable

- 7.1 We are not veterinarians, all our advice are recommendations, for any professional veterinary expertise please contact Huntingdale Vets on 08 94932199
- 7.2 We are not liable for any veterinarian expenses or claims (excluding the 3 vet checks and 3 vaccinations factored into the platinum membership)
- 7.3 Any advice given is what we have found has worked for us over the years. Like humans, ever puppy is different so take and/or leave the advice given and do what best suits your puppy.