



BUYER RESPONSIBILITIES

PLEASE BE SURE BEFORE YOU BUY

A puppy is a living animal and a long-term commitment.

Please carefully consider your lifestyle, family circumstances, existing animals, work commitments, finances and ability to provide ongoing care, training and companionship before proceeding.

1. Your responsibility as a puppy owner

Purchasing a puppy is a significant and long-term commitment. We ask every customer to carefully consider whether they have the time, resources and commitment required to welcome a puppy into their family before proceeding with a purchase.

Like children, puppies require ongoing guidance, education, re-education, patience, consistency and boundaries as they grow and develop. They require time, effort and commitment from their new family.

Toilet training, lead training, learning household rules, settling when left alone, socialisation and adjusting to children, adults, other animals and a new environment are all normal parts of raising a puppy. Training challenges and unwanted behaviours can arise as a puppy grows and develops and do not necessarily indicate a problem with the puppy's temperament.

2. Before you commit - please consider

- ☐ Do I have enough time for daily care, training, exercise, socialisation and companionship?
- ☐ Is everyone in my household genuinely prepared for the responsibilities of raising a puppy?
- ☐ Can I manage the ongoing costs of food, grooming, veterinary care, training and other essentials?
- ☐ Are my work, travel and living arrangements suitable for a puppy now and as the dog matures?
- ☐ Am I prepared for normal puppy behaviours, adjustment periods and training challenges?
- ☐ Can I safely and appropriately integrate a puppy with children, adults and any existing animals?

3. Our puppies before they leave us

Our puppies are our babies, and their welfare is extremely important to us.

Until a puppy leaves Puppies Downunder, we have a very high level of control and oversight over its environment, handling, socialisation and experiences. This gives us greater certainty and understanding of each puppy's temperament, particularly in relation to their interactions with adults, children, other puppies and animals.

Once a puppy leaves our care, we no longer have the same control or complete knowledge of its experiences, environment, handling, training, socialisation or interactions.

A puppy's experiences after leaving us can influence its behaviour and development. New owners therefore take on an important responsibility to continue providing appropriate training, socialisation, boundaries, care and guidance.



4. If your circumstances change

We understand that circumstances can change. Training difficulties, allergies, changes in living arrangements or employment, difficulties integrating a puppy with an existing animal, family circumstances or other life challenges may mean that an owner feels they can no longer continue caring for their puppy.

If this occurs, you may contact Puppies Downunder to discuss the possibility of returning the puppy to our care.

However, Puppies Downunder is not automatically required to accept a puppy back after the applicable return period. Each request will be considered individually, having regard to the circumstances of the return and, most importantly, the welfare and safety of the puppy, our other animals, our staff and any future family.

5. Behavioural or training concerns

Where a puppy is proposed to be returned because of behavioural, temperament or training concerns, Puppies Downunder will require relevant supporting information.

This may include written reports and records from your qualified dog trainer, animal behaviour professional and/or veterinarian, together with details of the concerns experienced and the training or intervention undertaken.

This information allows us to properly assess the puppy, understand what has occurred since leaving our care and determine whether it is safe and appropriate for the animal to return to our facility.

6. Mandatory 14-day quarantine

Customers must understand that returning a puppy is not simply a matter of bringing the animal back to Puppies Downunder.

Once a puppy has left our controlled environment, we cannot know with certainty what animals, environments, pathogens or infectious diseases it may have been exposed to. This is particularly important because our facility cares for young puppies that may not yet be fully vaccinated and are therefore particularly vulnerable to infectious disease.

Any puppy or dog accepted back into the care of Puppies Downunder after having left our facility must undergo a mandatory 14-day quarantine period.

During this period, the returned animal must remain separated from our general puppy population in accordance with our biosecurity procedures. This requirement applies regardless of the reason for the return.

Returning can also be a significant transition for the puppy. The puppy is being removed from the home, family and routine it has become accustomed to and must again adjust to a different environment.

For these reasons, accepting an animal back carries significant animal welfare, biosecurity and operational responsibilities. These factors will form part of our assessment when considering a request for a puppy to be returned.

7. Victorian Code of Practice - returns & refunds

Puppies Downunder operates in accordance with the Victorian Code of Practice for the Operation of Breeding and Rearing Businesses.

Under the Code, where an animal is returned to the business within 3 days of sale, for a reason not supported by a statement from a veterinary practitioner, the business must accept the animal back and refund 75% of the purchase price.



PUPPIES DOWNUNDER

Buyer Information & Acknowledgement

After this period, a change of mind or a return arising from training difficulties, allergies, changes in personal or family circumstances, difficulties integrating the puppy with another animal, an inability to continue caring for the puppy or other circumstances not covered by an applicable health guarantee or statutory entitlement does not, by itself, entitle the purchaser to a refund.

Separate protections apply to qualifying health conditions, defects or diseases in accordance with the Victorian Code of Practice, our Conditions of Sale and applicable consumer law.

Nothing in these Conditions of Sale is intended to exclude, restrict or modify any right or remedy that cannot lawfully be excluded under the Australian Consumer Law or other applicable legislation.

PLEASE BE SURE BEFORE YOU BUY

A puppy is not simply a purchase. It is a living animal that will depend upon its family for care, stability, training, education, patience, guidance and companionship for many years.

We want every Puppies Downunder puppy to enter a loving, stable and permanent home. We encourage you to ask questions before purchasing and to make sure you are prepared for both the rewards and the challenges that come with raising a puppy.

Please be sure before you buy.

8. Purchaser acknowledgement

- ☐ I/We confirm that I/we have read and understood this notice and the Puppies Downunder Conditions of Sale before purchasing and taking possession of the puppy.
- ☐ I/We understand that raising a puppy requires ongoing training, socialisation, guidance, patience, care and appropriate management.
- ☐ I/We acknowledge that normal puppy behaviours, adjustment difficulties and training challenges may occur as the puppy grows and settles into its new home.
- ☐ I/We understand that if Puppies Downunder agrees to accept the puppy back after it has left the facility, the puppy must undergo a mandatory 14-day quarantine period before it can return to the general puppy population.
- ☐ I/We also acknowledge that Puppies Downunder accepting a puppy back into its care does not, by itself, create an entitlement to a refund, except where a refund or other remedy is required under the Victorian Code of Practice, these Conditions of Sale or applicable law.

Purchaser Name: _____

Second Purchaser Name: _____

Signature: _____

Signature: _____

Date: _____

Date: _____