



## **CASA GRANDE RESERVE**

### **HEALTH GUARANTEE EXPLANATION**

This sheet explains your Health Guarantee in simple terms. It is part of your Puppy Purchase Agreement. Please read it carefully and keep it with your records.

#### **WHAT WE GUARANTEE**

We guarantee that your puppy is free from infectious diseases for the first few days and free from congenital (present at birth) health problems for the period listed in your specific package.

#### **HOW LONG IS THE GUARANTEE?**

- Foundation Puppy Only: 30 days
- Economy Essentials: 60 days (basic extension)
- Standard Reserve & VIP Ultimate Gold: Full 1+ Year Health Guarantee

#### **WHAT YOU MUST DO TO KEEP THE GUARANTEE VALID**

1. Take your puppy to a licensed veterinarian within 72 hours of bringing them home.
2. Send us a copy of the vet exam report within 7 days.
3. Spay or neuter your puppy by 6 months of age and send us proof within 30 days.
4. Provide good nutrition, proper care, and regular veterinary attention.

#### **WHAT IS COVERED**

The guarantee covers congenital and hereditary conditions that are present at birth and appear within the guarantee period. Examples include certain heart conditions, eye problems, and joint issues that are genetic in nature.

#### **WHAT IS NOT COVERED**

- Injuries or accidents
- Illnesses caused by neglect or poor care
- Conditions that develop after the guarantee period ends
- Issues related to spay/neuter surgery or other procedures

#### **WHAT HAPPENS IF THERE IS A PROBLEM**

If your puppy develops a covered condition, contact us right away. We will work with you and your veterinarian. If the claim is valid, we will either:

- Provide a replacement puppy from a future litter, or
- Refund the purchase price (less any non-refundable deposit).

We are here to support you. Please reach out with any questions or concerns.

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