

# 2-Year Health Guarantee Agreement

## For Havanese Puppies

*Issued to the Original Purchaser*

*This Health Guarantee is provided by **The Breeder** to the original purchaser (“Buyer”) for the puppy identified on the accompanying sales contract. The purpose of this agreement is to ensure the health, well-being, and responsible lifetime ownership of every Havanese puppy produced by The Breeder.*

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### 1. General Health at Time of Sale

**The Breeder** guarantees that every puppy is in good health at the time of sale. Prior to placement, each puppy will have received:

- Age-appropriate vaccinations
- Routine deworming treatments
- A full veterinary wellness examination
- Complete health records provided to the Buyer
- Puppy Culture socialisation foundation

The Buyer has 72 hours from the date of possession to have the puppy examined by a licensed veterinarian. Failure to complete this examination within 72 hours renders this guarantee void.

If the examining veterinarian determines the puppy has a serious contagious illness or life-threatening condition that existed prior to delivery, the Buyer must notify **The Breeder** immediately and provide written veterinary documentation. **The Breeder** reserves the right to request a second opinion from a veterinarian of the Breeder’s choosing.

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### 2. Two-Year Genetic Health Guarantee

**The Breeder** guarantees the puppy against hereditary or congenital defects that significantly affect the dog’s quality of life for a period of two (2) years from the puppy’s date of birth.

Covered conditions may include, but are not limited to:

- Severe hip dysplasia
- Hereditary eye disorders, including cataracts and progressive retinal atrophy (PRA)
- Congenital heart defects, including mitral valve disease (MVD)
- Hereditary deafness
- Patella luxation of a debilitating grade
- Epilepsy of confirmed genetic origin
- Other life-altering hereditary diseases confirmed by a veterinary specialist

To qualify under this guarantee:

1. The condition must be diagnosed by a licensed veterinarian and supported by documentation from an appropriate veterinary specialist.
2. The condition must be proven to be hereditary or congenital in nature.

- Copies of all veterinary records, diagnostic testing, and specialist findings must be submitted to **The Breeder** in writing.

If a qualifying hereditary condition is confirmed within the guarantee period, **The Breeder** will provide one of the following remedies at the Breeder's discretion:

A replacement puppy from a future litter of equal value, OR

Partial reimbursement of the original purchase price toward veterinary treatment

**Under no circumstances shall The Breeder be responsible for veterinary expenses exceeding the original purchase price of the puppy.**

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### 3. Conditions That Void This Guarantee

This guarantee becomes null and void if any of the following occur:

- The puppy is neglected, abused, or improperly cared for
- The puppy is allowed to become overweight or severely underweight
- Injury caused by accidents, rough handling, or environmental hazards
- Failure to provide routine veterinary care and vaccinations
- Failure to administer proper parasite prevention
- The puppy is bred prior to recommended health testing being completed
- The puppy is sold, transferred, or surrendered to another owner
- The dog is used for illegal activity or kept in improper housing conditions

This guarantee does not cover:

- Minor, non-life-threatening conditions
  - Allergies, skin sensitivities, or environmental reactions
  - Internal or external parasites contracted after delivery
  - Stress-related illnesses caused by transport or transition
  - Common puppy illnesses such as coccidia or giardia unless life-threatening
  - Ear infections, minor bite alignment issues, or retained baby teeth
  - Injuries or illnesses resulting from poor nutrition or improper exercise
  - Coat texture, colour, or grooming-related conditions
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### 4. Buyer Responsibilities

The Buyer agrees to provide their **The Breeder** with:

- High-quality nutrition appropriate for a small breed dog, and fresh water at all times
- Routine veterinary care including annual wellness examinations
- Safe, clean, and humane housing — indoors as a full family companion
- Regular grooming appropriate to the Havanese coat
- Appropriate exercise, play, and daily mental stimulation
- Preventative care including vaccinations and parasite control
- Warm, loving companionship — the Havanese thrives as an integral part of family life

The Buyer understands that the Havanese is a sensitive, people-oriented companion breed that requires daily human interaction, consistent gentle training, and meaningful companionship to truly flourish. This breed does not do well when left alone for extended periods of time.

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## 5. Return Policy

**The Breeder** has a lifelong commitment to every puppy we produce. If at any point during the dog's lifetime the Buyer is unable to keep the dog for any reason, **The Breeder** must be contacted immediately.

The dog may not be surrendered to a shelter, rescue organisation, pet store, or any third party without first notifying **The Breeder**. We will always assist in responsible rehoming or may choose to take the dog back into our care.

**No refunds are guaranteed for returned dogs unless otherwise agreed upon in writing. Our priority is always the safety and wellbeing of the puppy.**

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## 6. Limitation of Liability

**The Breeder** makes no guarantees regarding:

- Adult size or weight
- Show or competition quality
- Breeding potential
- Specific coat type, texture, or colour beyond normal breed variation
- Temperament beyond normal Havanese breed standards
- Training performance or specific behavioural outcomes

While every effort is made to produce healthy, sound, and beautifully tempered Havanese puppies, genetics and environmental factors can both influence long-term development. Our commitment is to give every puppy the very best possible foundation — the rest is a partnership between breeder and family.

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## 7. Agreement

By purchasing a puppy from **The Breeder**, the Buyer acknowledges that they have fully read, understood, and agreed to all terms outlined in this Health Guarantee Agreement. This agreement is between **The Breeder** and the original Buyer only and is non-transferable.

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***SweetHaven Havanese — Bred with Love. Raised with Care. Guaranteed with Integrity.***