

## 14 Day Warranty

### 330 CMR 12.00: LICENSING AND OPERATION OF PET SHOPS

12.05 (4) A Licensee shall provide to each customer at the time of Sale of a dog, cat, or bird a copy of such animal's Individual Animal Record, maintained by the Licensee as required pursuant to 330 CMR 12.09(2).

In addition, each Class A Licensee shall give to the customer at the time of Sale of a dog or cat a notice of the 14-day warranty as provided for in 330 CMR 12.05(5). Each customer shall sign a statement acknowledging receipt of these materials, to be kept as part of the animal's Individual Animal Record maintained by the Licensee.

(5) Each Class A Licensee shall provide a full refund of the purchase price of a dog or cat, or if the Licensee and the customer both consent, a substitution Animal, to any customer who:

(a) Within 14 calendar days of the Sale, has the dog or cat examined by a Veterinarian of the customer's choice, and the examination indicates the dog or cat is diseased or has a congenital disorder; and

(b) Presents the dog or cat to the Licensee within three days of the date of the examination, with a Veterinarian's written statement that the dog or cat is diseased or has a congenital disorder, and proof of Sale.

**Any other warranty or guarantee offered by the pet shop shall be in addition to the State Warranty. Where any conflict exists the State Warranty shall supercede warranties offered by the pet shop.**

I have received a copy of the following documents:

- |  |                      |
|--|----------------------|
| 1. Veterinarian Medical Record including:  | Buyer Initials _____ |
| A. Vaccination records   | Buyer Initials _____ |
| B. Prophylactic and therapeutic medications (including dates of administration, duration, and dosage). | Buyer Initials _____ |
| C. Veterinary diagnosis for treated conditions   | Buyer Initials _____ |
| D. 7-day health certificate  | Buyer Initials _____ |
| 2. 14 Day Warranty   | Buyer Initials _____ |

Purchaser: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Purchase date: \_\_\_\_\_

Microchip/Animal ID: \_\_\_\_\_

Salesperson: \_\_\_\_\_