

HOW TO MAKE YOUR GUARANTEE EFFECTIVE

To make your guarantee effective, please remember that you must do the following:

1. The puppy must be taken to the veterinarian within 48 hours of having received your puppy, since it must be checked and wormed by a veterinarian because, with the stress of the trip home, a change of place and temperature, the puppy could present parasites.
2. The puppy is guaranteed during its first year of life against some congenital diseases, which are explained in the sales contract.
3. For any type of claim, it is necessary to present the original documents of the exams that are done on the puppy that demonstrate its disease, signed by a certified veterinarian. Please keep in mind that BULLCANES is not responsible for any type of expenses.
4. If the puppy should die, it is necessary that a certified veterinarian perform an autopsy, which will allow him to determine the cause of death and, in this procedure the microchip must be physically recuperated. It will be returned to our company with the documents certifying the death.
5. Before any replacement is made, the case will be studied by our veterinarians for a maximum of 15 working days before responding to the purchaser.
6. In no case will money be returned for the purchase of the puppy or those caused by any problem. Our only responsibility will be to compensate the purchaser with another puppy with similar characteristics and equal in value to that which he has purchased.

