



## Frequently Asked Questions

### ⇒ Do you offer video conferences (video chat) of puppies for reservations?

Most definitely! Whether you're not sure which puppy you want to reserve and would like to see them all before you choose one or would like to see the puppy you're interested in real time, we offer video conferences for reservation selections. This is a perfect way to see the puppies, mom, and even dad if you'd like. And ask the questions you have before sending your deposit.

### ⇒ Will I get updates of the puppy I reserved?

Absolutely! We know how it can be to be excited for your new puppy and want to see all the adorable updates you can. Some breeders we've purchased our dogs from over the years have offered very little to no updates of puppies we've gotten. I vowed when we became breeders to never be a breeder that doesn't keep our puppies' families up to date. Therefore we will offer weekly photos and/or videos of your reserved puppy plus you'll see additional updates of them posted on our socials with their littermates. We want you to experience their milestones with us!

### ⇒ How do I start the reservation process?

To reserve a puppy please fill out our puppy application under our "Application" tab on our website. Once your application is submitted please reach out to us and let us know which puppy you're interested in and have already filled out the puppy application. Once your application is reviewed and approved you'll be able to place a deposit to reserve the puppy of your choosing. Please see our "Buyer Information" tab here on this website for more information on our reservation process and more!

### ⇒ How do I place my reservation deposit?

Once your application has been reviewed and approved we will request you place your non-refundable deposit of \$200 for the puppy you've chosen. Deposits are accepted through

Zelle (preferred), CashApp, or PayPal (friends and family option only). If you choose to use PayPal a 5% (\$10) fee is added to your deposit amount to cover the charges PayPal will charge us, unless you send your deposit through the friends and family option correctly.

Deposits are non-refundable and non-transferable to other litters, no exceptions.

Unless a reserved puppy is found to be unfit for placement by us or our vet due to any concern for the puppy such as but not limited to: health, temperament, development, etc.

In which case your deposit will be transferred at that time to another litter of your choosing.

You're welcome to transfer your deposit to another available puppy IN THE SAME LITTER at any time up until puppies go home. If all puppies in that litter have been reserved you cannot transfer your deposit to another puppy.

Puppies are not listed as "reserved" until a full deposit of \$200 has been received on our end.

Reservations are placed in the order in which deposits are received. Therefore it's important to send your deposit as soon as possible so as not to lose out on the puppy you wanted, as others may be interested and have pending applications waiting to be approved for the same puppy right after you.

We do give a grace period of 24 hours after application approval was given for a puppy before we allow the next approved applicant in line to have an opportunity to send their deposit unless other arrangements were made and approved by us.

Until a deposit has been received on our end puppies remain available for others to reserve. Please understand you must place your deposit right away to reserve a puppy you've confirmed is available as that could change at any time. Sometimes we have multiple applications for the same puppy. If we've gotten back to you and approved your application for reservation of a specific puppy, to ensure you don't lose your place for that puppy please send your deposit for them right away but no later than 24 hours of approval.

As soon as we receive your reservation deposit of \$200 we will message you confirming we received your deposit and a physical receipt will be mailed to your address. If you do not receive your deposit receipt within 7-10 business days please call, text, or email us and we will make sure another copy is mailed out to you.

### **=> How does your waiting list process work?**

Submit an application which can be found on our website under the "Application" tab. Once you've submitted your application we will get back to you as soon as possible, usually within a

few hours. Our waiting lists remain open and you can find upcoming and confirmed litters on our website under our "Litters" tab.

We have two waiting lists. Labradors and Golden Retrievers.

Our waiting list operates in the order in which your request and deposit are received.

Waiting lists are posted on our website under our "waiting lists" tab. You can locate your privacy number to see where you are on the list.

The deposit for our waiting list is \$100 non-refundable and will go towards your reservation deposit of \$200 non-refundable once you've selected your puppy.

If at any time you decide to change breeds please know you will join that waiting list following all others who are already on the waiting list for that breed. If you are unsure if you want a Lab or Golden you may request to be placed on both lists and decide later on when it's your time to select a puppy. Please keep in mind your position on two separate lists will more than likely be in different spots on each list.

You may decide to pass on the puppies available when your spot comes up for the breed you've requested if you do not see a puppy you're interested in. You will keep your spot on the waiting list if you choose to pass for that litter.

Please check our "waiting lists" tab to see where you are on the waiting list at any time.

Please note for privacy and security reasons our families are assigned a number at time of deposit. Please keep track of your number so you can see where you are on the waiting list. We will refer to you by this number on any public post that refers to you including you and your puppy's gotcha day photo taken on puppy pickup day.

You can find our dams and sires information on our website under the "Our Labs" or "Our Golden Retrievers" tab, as well as photos and videos of them on our Facebook socials (page and profile) to get to know the parent dogs you're wishing to get a puppy from.

### **=> Are your puppies registered?**

Yes! All of our Labrador puppies are AKC registered and our Golden Retrievers are AKC or CKC registered. At this time ALL of our puppies are sold on a limited registration only. This means they will not come with breeding rights. Our puppies are to be pet companions only and are NOT to be bred. You can still register your puppy, get multiple generation pedigrees, compete in competitions (if applicable), etc. This may change at a later date but as of right now we are not selling puppies to breeders or to be bred by hobbyists. Our puppies are sold on spay and neuter contracts.

### **=> What care do your puppies receive?**

Each of our puppies are given parasite preventatives at 2, 4, 6 and 8 weeks old. They'll receive their first DHPP between 7 and 8 weeks old and will be microchipped at 8 weeks through Fi Nano. Puppies are fed good quality puppy food when they're weaned from their mother

(Diamond Naturals Skin and Coat). Puppies are kept indoors in a clean environment amongst our very own family and pre-spoiled with lots of love and cuddles for their families. Puppies are introduced to the outdoors at 5 weeks old in our puppy safe puppy pen. This is where they will have playtime outside for fresh air and sunlight and start to work on potty training. Our dog's health and development is our top priority!

**=> What does your puppies come with?**

Each puppy comes with a folder that has your puppy's AKC or CKC registration application paperwork, 1 year genetic health guarantee paperwork and puppy contract, microchip information and paperwork, vaccination record, parasite prevention record, keepsake birth certificate with their newborn paw prints, birth order and birthday on it, copies of your puppy's parents DNA tests and their AKC litter certificate. We also email all of our families a new puppy packet PDF file with some helpful information a week prior of your puppy coming home to help you prepare for their arrival and give them the best start to their new life with you!

**=> Do your puppies come with a health guarantee?**

Yes. Our puppies come with a 1 year life threatening genetic health guarantee. The health guarantee covers life threatening genetic conditions that have been diagnosed by a licensed veterinarian. Your puppy must be seen by a licensed veterinarian within 3 business days from the day you pick your puppy up. Please schedule your puppy an appointment in advance with a veterinarian of your choosing within 3 days of them coming home. Litters puppy pickup dates are posted with each litter around when they're a week old. Plenty of time to schedule a wellness check up in advance with the vet of your choosing!

**⇒ Do you offer any discounts on puppies?**

Yes! We offer qualifying first responders a \$100 off of their puppy! Qualifying first responders are active police officers, fire fighters, EMTs, paramedics, 911 operators, and members of the national Guard. Proof must be provided and approved to get this discount. We do not offer any other career discounts at this time.

We also offer our returning CCnC retriever families a \$50 discount off of future puppies. To qualify for this discount please send us a photo of your puppy's AKC or CKC papers, their date of birth, your actual first and last name, and a photo of the puppy you got from us.

**=> Do you have an application process?**

Yes, we do. We want our puppies to have the best forever homes as possible. It's important to us for our puppies and buyers' sakes to ensure our puppies are going into the right home for them, able to provide proper care they'll need. We try our best to keep our application process as smooth as possible. Once your application has been reviewed we will reach out to you.

⇒ **Do you genetic test all the breeding dogs in your breeding program?**

Yes! We have all of our dams and sires tested for 270+ genetic conditions through Embark to ensure they're healthy to breed before we breed them to ensure we're breeding quality, healthy dogs to produce quality, healthy puppies. Some of our dogs are "clear" others are "carriers" but none are "affected". For more information on what that means please see our "Genetic testing information" document. And we don't just claim our dogs have been genetically tested, we prove it! Each of our puppies' families will be emailed a copy of their parents genetic tests for you to keep in their records for you and your vet. You may also find this information on our website at any time by locating their parents genetic testing information.

⇒ **Do you start any sort of training or socialization prior to your puppies going home?**

Absolutely! Before the puppy comes home to you we will start to work with them on marker word training (we use the word "good!"), crate training, potty training, and more. Your puppy will also be socialized with children and other dogs as well as exposure therapy to loud sounds such as kids playing, vacuum running, etc. Plus having their paws touched, getting a bath, and more.

Please note: This does not mean your puppy will come home already trained. It takes consistency and dedication to training them for awhile before they completely get the hang of it. Some pups it takes longer than others. Starting this with our puppies offers our puppies families a head start in the puppy training they'll need to continue once their puppy comes home. Also please note we do not use clickers for training, we use a marker word ("good!").

⇒ **What are your prices?**

Here at Carolinas Cute n Cuddly Retrievers we breed the rarer colors of silver, charcoal, and champagne Labrador Retrievers with quality bloodlines and good pedigrees. All of our Labs are AKC (American Kennel Club) registered and our Golden Retrievers are AKC and CKC (Continental Kennel Club) registered from healthy, quality bloodlines, and genetic tested for breed related genetic disorders plus more. Our Labs parents, your puppy's grandparents were also genetically tested and cleared providing you with healthier quality puppies. Breeding quality bloodlines with healthy backgrounds and excellent temperaments, plus proper testing and care; going above and beyond to bring you the best, healthiest companions. We do our best to be reasonable and just, to provide excellent quality puppies with fair prices without cutting corners. Our puppies prices can be found under the "prices" tab here on our website.

We do offer payment plans as well. See our payment plans tab in the “prices” drop down menu.

⇒ **When do I pay the remaining amount of my puppy's fee?**

The remaining amount of your puppy's fee is due in cash upon pick up. Because we do puppy pickups in a public location for our safety and our dogs safety we ask you to use safe practices and keep cash privately concealed from the public's eyes until right after we've gone over your puppy's paperwork, you've signed your puppy's contract, and you've asked all the questions you have. You may pay your puppy's fee right after paperwork, but before we hand your puppy to you and take your gotcha day photos with them. That way we all stay as safe as possible.

Photos are encouraged as we love capturing the joyful moments our beloved puppy's go home with their families but you may opt out of gotcha day photos if you choose. Just please kindly let us know.

Safety is our top priority for ourselves, our dogs, and our buyers!

⇒ **When will I pick my puppy up?**

Puppies go home at 8 weeks. We do puppy pickups the weekend (Saturday and Sunday) they turn 8 weeks old. These dates will be announced well in advance so our families can plan to pick their puppies up. We start scheduling pickup times for the designated weekend when puppies are 5 weeks old. If you need a specific time scheduled on puppy pickup weekend please contact us as soon as possible and schedule your pick up time early for that weekend. We will post the availability schedule on our Facebook socials for your litter starting at 5 weeks old. Please contact us ASAP to schedule the spot you'd like. Availability will update regularly as spots fill in.

⇒ **Can I get information about the parents of the puppy I'm interested in?**

Absolutely! The health and temperament of your puppy's parents is important information. This information is a good indicator on the health and temperament your puppy may have. For that reason we have included a bio on each of our parent dogs (dams and sires) for you to read. Please locate our “Our Dogs” tab on our website. And of course we are willing to answer any questions you have as well.

⇒ **Do you breed puppies around Christmas?**

No we don't. Every breeder has their right to their own opinions and choices, which we respect. However we don't breed our puppies for Christmas gifts. We feel puppies are lifetime serious

commitments. We're not saying that all puppies bought as Christmas gifts aren't respected as such but statistically dogs purchased during Christmas have higher odds of not being placed in their forever homes and being rehomed to someone else. We want the absolute best for our puppies so we've decided to not breed during the holiday season for this reason. We work hard to find all of our puppies the best forever homes we can as their lives and happiness matter greatly to us. We don't just hand our puppies over to just anyone willing to pay for them like many others do. Therefore we do not offer puppies in November, December, or January.

⇒ **Do you breed year round?**

At this time we do not breed year round, we only breed during the warmer months (April - September). In the future that might change but for the time being we only offer puppies in the warmer months. So please catch one of our litters then!

If you didn't catch one of our litters this year then please head over to our website and check out our upcoming litters under the "Upcoming Litters" tab or "Waiting Lists" tab for the following year. Then head over to our "Application" tab and submit an application to get on our waiting list for the upcoming litters so you don't miss out! As a reminder there is a \$100 non-refundable deposit to join our one of waiting lists. This deposit is deducted from the amount due to reserve your puppy when you make your selection.

⇒ **Do you allow the public to visit or pick up puppies at your house?**

No, we do not and we sincerely hope our buyers can understand this decision. The world we live in is a crazy place, I feel we can all relate. Years ago going to a breeders house was a common practice and some breeders still do that to this day. However, with some of the horror stories we have heard since starting our journey into breeding we have decided for the safety of our children and dogs we will not be allowing the public on site or giving out our physical address. One thing that is wonderful nowadays is that technology has advanced greatly. If our buyers would love to see the parent dogs of their puppies we gladly welcome that via a video conference. All of our puppy pickups will also be scheduled in a public location for safety.