

## What happens when a puppy goes home?

Petland makes every attempt to ensure puppies have a smooth transition into their new homes:

- Before a puppy is adopted, trained Petland Pet Counselors match the right pet with the right customer in an effort to ensure the needs of both will be met.
- Customers receive counseling from Petland Pet Counselors on the responsibilities of pet ownership. Discussions on housebreaking, chewing, grooming and nutrition are among the topics reviewed.
- Petland promotes ongoing veterinary care and offers a free veterinary check-up through participating local veterinarians after a pet moves to its new home.
- Petland supports a Spay/Neuter program and offers literature explaining the benefits of this common, low risk medical procedure. Petland provides a certificate for either a free or discounted spay/neuter.
- Petland provides a Puppy & Kitten Health Warranty. The warranty covers infectious diseases for an initial period and congenital and hereditary disorders for one or more years.
- When a Petland puppy goes home, the new owner also receives a Puppy Resource Kit. This kit includes a basic canine obedience training instruction DVD and a toll-free phone number for free consultations with a certified canine trainer for the life of the Petland pet. It also includes information on Petland's Enhanced Protection Program, a lost pet recovery service.
- And with its Pets for a Lifetime<sup>SM</sup> program, Petland attempts to ensure the pets it places into homes never burden an animal shelter. Petland's program helps Petland customers find new homes for their pets if, for any reason, the owner can no longer fulfill the lifetime care responsibility.



Questions and allegations have always arisen regarding where retail pet stores acquire their puppies. At Petland, we continue to investigate such claims and are vigilant about reporting and banning substandard operations, as we have been for more than 40 years.

We recognize and respect everyone's individual sensitivities to these issues. No one is more sensitive than we are to a puppy's health and care.

**We, at Petland, are part of the solution.**

The motivation in 1967 was to build the cleanest and friendliest pet stores, with educated pet counselors and the highest quality pets. We maintain that same motivation today and focus all of our efforts on "doing the right thing" for our pets.

**Come See  
The Difference!**



**EVERY  
Petland Puppy  
Finds a Home**



We are so proud of the work we do and the services we provide, that we forget that some people entertain interesting and important questions about our puppies, such as:

*What happens to the puppies you don't sell?*

*Where do Petland puppies come from?*

*What happens when the puppy goes home?*

### What happens to the puppies you don't sell?

**All** of our puppies are adopted by our customers. The typical Petland puppy is in our store for less than 10 days.

We have been in business for more than 40 years. We know what puppies are going to find homes quickly. We work with wonderful breeders who select the best puppies for us.

If, for some reason, no one adopts a particular puppy in a short amount of time, we work hard to find the puppy home with adoption specials. We are very good at this. Our pet counselors undergo extensive and ongoing training in matching our puppies with our customers.

In fact, we also find homes for thousands of homeless puppies and kittens through our Adopt-A-Pet<sup>®</sup> program.

In the last 10 years, Petland has placed more than a quarter of a million homeless puppies and kittens nationwide.



### Where do Petland puppies come from?

Our puppies and kittens are the finest available - happy and healthy family pets. They come from professional and local hobby breeders as well as licensed professional pet distributors. All are USDA licensed and have years of experience in raising quality family pets.

We pride ourselves on our most diligent efforts to find healthy puppies.

Above and beyond the USDA guidelines, members of Petland, Inc.'s Field Operations Team make personal inspections of breeder facilities to evaluate the level of animal care being provided.

As required by Petland, Inc., Petland store owners conduct their own site visits of breeder facilities. Breeders must be in compliance with any applicable local and state government regulations, in addition to the USDA.

All Petland puppies are checked by at least two and in many cases three veterinarians before being offered to customers. Our puppies also are issued health certificates.

Petland requires veterinarian documentation on each incoming puppy's medical history, including

inoculations and wormings. Each Petland store owner also requires a local consulting veterinarian to examine individual puppies and to update their health records.

Once a puppy is accepted at Petland, extensive systems are in place to ensure its well-being is maintained.

Petland's commitment is as follows:

- Every Petland store has a consulting veterinarian. He or she performs weekly examinations on new arrivals, and if necessary, provides any needed medical treatment.
- Each store's veterinarian sets the protocol for in-store preventative health procedures.
- Each store's veterinarian completes a puppy/kitten care record to document an animal's health upon its arrival at the store.
- Petland stores are staffed with full-time kennel technicians, who are responsible for daily sanitizing of all kennels, ongoing cleaning, maintaining health records and working under the consulting veterinarian's instructions.
- A daily health record is maintained on each puppy. This document keeps track of eating and drinking habits, stool consistency and any prescribed preventatives or medications.
- Bathing and grooming is performed during a puppy's stay at Petland.
- Petland's puppy socialization program involves staff and customers walking and playing with the puppies on a daily basis to ensure that the pet's exercise and socialization needs are met.

