

Pet Seller Complaint Form

Provided by the Humane Society of the United States



**THE HUMANE SOCIETY
OF THE UNITED STATES**

Date _____

Please attach all documentation related to your dog, including breeder papers, medical records, kennel club registry papers, legal documents, and anything else that pertains to your complaint.

I. Contact Information

PREFIX (MS., MISS, MRS., MR.) FIRST NAME

MIDDLE INITIAL

LAST NAME

STREET ADDRESS

CITY

STATE

ZIP CODE

DAYTIME PHONE NUMBER

EMAIL ADDRESS

II. Dog Information

Dog's Name _____

DATE OF PURCHASE

AGE WHEN OBTAINED

BREED

SEX

Please check one of the following. The dog was purchased:

Directly from a Breeder Over the Internet From a Pet Store Other _____

Was your dog altered (spayed/neutered) by the breeder or pet store?

Yes No

Was your dog altered by you?

Yes No

If yes, at what age? _____

Were you required by the pet shop/breeder to use their veterinarian in order to comply with a guarantee or warranty?

Yes No

Did your veterinarian issue a "Not Fit to Sell" certificate upon examining your dog?

Yes No

Were you advised of veterinary care your dog had received prior to purchase?

Yes No

If yes, please explain. Please note if information was received verbally or in writing. Please be specific. Use the back of this page or attach additional pages if necessary.

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Please describe your dog's condition upon arrival/pickup. Use the back of this page or attach additional pages if necessary.

How soon after purchase did you take your dog to a veterinarian to be examined?

Was it your regular veterinarian, emergency vet clinic, or one referred to you by the pet shop/breeder?

Was the vet visit for health exam/vaccinations or because of medical concerns? Please be specific.

At what point did you first notice your dog may be suffering from medical problems? Please be specific.

Is your dog currently living?

Yes No

If no, please explain how he or she died. Please be specific.

If no, how old was your dog at the age of death? _____ weeks / months / years

Were there any prior medical conditions you were aware of upon purchasing your dog?

Yes No

If yes, please explain.

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III. Breeder Information

Please provide as much information about the breeder as possible. Attach additional pages if necessary. If you purchased your dog from a pet store, please be sure to fill out Section IV.

NAME OF KENNEL/FACILITY/BUSINESS

BREEDER'S NAME

STREET ADDRESS

CITY

STATE

ZIP CODE

PHONE NUMBER

WEBSITE ADDRESS

How did your dog arrive at your home? Please be specific: air shipped, picked up, driven, etc.

How did you learn about the breeder? Please be specific: internet (please provide website address), newspaper (please identify name and date of newspaper), friend, sign, etc.

If you purchased your dog over the internet, how was the dog paid for?

Was there an interview before you were allowed to purchase your dog?

Yes No

Did the breeder provide references?

Yes No

If yes, did you contact those references?

Yes No

If yes, how were the references' overall reactions/responses?

Is the breeder registered with a "kennel club" [e.g. American Kennel Club (AKC), United Kennel Club (UKC), Canadian Kennel Club (CKC), etc]?

Yes No

If so, which one? _____

Did the breeder provide you with registry papers for your dog?

Yes No

Did the breeder provide you with medical records for your dog?

Yes No

Did you sign a contract with the breeder?

Yes No

Were you advised of any health guarantees for your dog?

Yes No

If yes, were they supplied in writing?

Yes No

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Were you told of any state law protecting you as a consumer? Yes No

Did you request to tour the breeder's home/facility Yes No

If yes, were you given a tour? Yes No

Were there specific concerns you had when touring the facility (e.g. areas you were refused access to)? If yes, please explain: Yes No

IV. Pet Store Information

Complete this section only if your dog was purchased from a pet store

PET STORE NAME

NAME OF STORE MANAGER

NAME OF SALES PERSON WHO ASSISTED YOU

STREET ADDRESS

CITY

STATE

ZIP CODE

PHONE NUMBER

WEBSITE ADDRESS

How did you learn about the pet store? Please be specific: internet (please provide website address), newspaper (please identify name and date of newspaper), friend, sign, etc.

Did your dog leave with you on the day of purchase? Yes No

Did the pet store provide you with transfer documents/breeder papers/etc. listing the name of the breeder/broker who provided your dog? Yes No
(If yes, please attach.)

Did the pet store provide you with kennel club registry papers for your dog (e.g. American Kennel

Club (AKC), United Kennel Club (UKC), Canadian Kennel Club (CKC), etc.)? Yes No
(If yes, please attach.)

If so, which one? _____

Did the pet store provide you with medical records for your dog? Yes No

Did you sign a contract with the pet store? Yes No

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Were you advised of any health guarantees for your dog? Yes No

If yes, were they supplied in writing? Yes No

Were you told of any state law protecting you as a consumer? Yes No

Does the pet store also sell other pets (cats, fish, birds, rodents)? Yes No

V. Additional Contacts

The Humane Society of the United States sometimes works with national and local media outlets or other organizations to help spread the word about puppy mills and related issues.

Would you be interested in being contacted if we find an opportunity to share your story with the press or other parties? Yes No Maybe

Please specify restrictions (i.e. no radio, print press only, etc).

Have you contacted any other organizations, groups or professionals about your complaint? Yes No

If yes, please list the persons or agencies you contacted.

Have you contacted a lawyer? Yes No

If yes, please provide your lawyer's contact information:

Please include any additional relevant remarks or information you would like to provide below.

Please attach extra pages if necessary.

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VI. Certification

I certify that the above information is correct to the best of my knowledge.

NAME

SIGNATURE

DATE

Please attach all documentation related to your dog, including breeder papers, medical records, kennel club registry papers, legal documents and anything else that pertains to your complaint. If you have photos stored digitally, please email them to stoppupmills@humanesociety.org, and note in the subject your last name and your dog's name.

Thank you. We really appreciate you sharing your information with us to help in the fight against puppy mills.

VII. Further Instruction

Once this form is complete and additional documents have been attached, make six copies of your packet.

- Send **one** copy to:
The Humane Society of the United States, Puppy Mills Campaign
1255 23rd St. NW, Washington, DC 20037
- Send **one** copy to the Department of Agriculture for the state where the breeder does business.
- Send **one** copy each to the attorney general of the state in which the breeder resides and to the attorney general in your state.
- Send **one** copy to the Better Business Bureau.
- Save **one** copy and all originals for your records.

Contact information for state agencies can be found in your local listings and on the internet. Information for the Better Business Bureau should be available at www.bbb.org.

The Humane Society of the United States fights the big fights to end suffering for all animals. Together with millions of supporters, we take on puppy mills, factory farms, trophy hunts, animal testing and other cruel industries. With our affiliates, we rescue and care for thousands of animals every year through our animal rescue team's work and other hands-on animal care services. We fight all forms of animal cruelty to achieve the vision behind our name: a humane society. And we can't do it without you.

While the HSUS will do what it can to help you resolve your complaint, we cannot promise that an outcome will be what you hope for. The HSUS is not a law enforcement agency, nor a legal firm, but rather an organization dedicated to using its resources to help advance the cause of animal welfare across the globe.

Due to the large volume of breeder complaints received by the HSUS on a daily basis, we cannot guarantee a response within a certain time period, although every effort will be made to respond in a timely fashion. In most cases we will be in touch should we require additional information.

While all personal information submitted to the HSUS will remain confidential, the HSUS cannot guarantee the confidentiality of personal information submitted to other agencies. For more information, please contact each agency directly about its policies.