



Pet Seller Complaint Form

Provided by The Humane Society of the United States

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.

Your Contact Information:

Prefix (Ms, Miss, Mrs., Mr.) First Name Middle Initial Last Name

Street Address City State Zip Code

Daytime Phone Number Email Address

Breeder Information

- complete this section only if your dog was purchased directly from a breeder

Name of Kennel/Facility/Business

Street Address City State Zip Code

Phone Number Website Address

How did your dog come to 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.

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

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

Were you advised of any protections afforded to you under state law should your dog become ill?
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)? Please explain.

Pet Store Information

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

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 whom your dog came from? Yes No

Did the pet store provide you with kennel club registry papers for your dog? Yes No

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

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

If yes, were they supplied in writing? Yes No

Were you advised of any protections afforded to you under state law should your dog become ill?
 Yes No

Does the pet store also sell exotic dogs (fish, birds, rodents)? Yes No

Website Information

- complete this section only if your dog was purchased through the Internet

Name of Kennel/Facility/Business

Street Address

City

State

Zip Code

Phone Number

Website Address

How did you learn of this specific website?

How was your dog paid for?

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

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

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

If yes, were they supplied in writing? Yes No

Dog Information

Breed

Age when obtained

Sex

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? _____

Please describe your dog's condition upon arrival/pick up. Use the back of this page if necessary.

Were you advised of veterinary care your dog had received prior to purchase? Yes No
If yes, please explain. Note if information was received verbally or in writing. Please be specific.
Use the back of this page if necessary.

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

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

Were you required by the pet shop/breeder to use their veterinarian? Yes No

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.

How old was your dog at the age of death? _____ weeks / months / years

Were there any prior medical conditions that you were aware of upon purchasing your dog?
 Yes No
If yes, please explain.

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

Yes No

The Humane Society of the United States sometimes works with national and local media outlets 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? Yes No Maybe: please specify restrictions:

Have you contacted any organizations, professionals, or others about your complaint, besides The Humane Society of the United States? Yes No

If yes, please list the agencies you contacted:

Have you contacted a lawyer? Yes No

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

Additional description of complaint. Please be specific. Attach extra pages if necessary.

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.

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

- Send **one** copy to Puppy Mills, The Humane Society of the United States, 2100 L Street NW, Washington, DC 20037.

- Send **one** copy to the Department of Agriculture in the state in which 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 should be available in your phone book and on the Internet. Contact information for the Better Business Bureau should be available on the Internet.

The Humane Society of the United States (HSUS) works toward a humane and sustainable world for all animals, including people, through public education, legislation, and litigation, and is the nation's largest animal protection organization with over eight million members and constituents.

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 their policies.