Return and Replacement Policy

Autumns 24K Goldens 15455 Hubbell Street
Detroit, Michigan, 48227
Office/call or text (313) 549-7464
Fax/Text (313)427-0992
EIN: 43-2419331

Autumns 24k Goldens — Detroit, Michigan

https://www.autumns24kgoldens.com

Effective date: November 7, 2026

This policy covers only one subject: how a puppy or dog is returned to Autumns 24k Goldens, and how refunds, exchanges, and replacements are handled. It works together with our Terms and Conditions and our three-year Pet Health Guarantee, which also apply to every purchase.

1. Returns Are Always Accepted for Rehoming

We will always accept the return of any puppy or dog from our facility, at any time, so it can be properly rehomed. We will never refuse to have any dog returned at any time. A return for rehoming does not, by itself, entitle the purchaser to a refund; refunds, exchanges, and replacements are available only under the conditions below.

2. Return After the First Veterinary Visit

The purchaser must have the puppy examined by a licensed veterinarian within 3 to 5 business days of taking possession of the puppy. If the puppy is found to be other than healthy at that visit — excluding worms, coccidia, giardia, or other parasites common in puppies, which are common, treatable, and not grounds for a return or refund — the puppy shall be returned to us immediately, within 5 to 7 days, at the purchaser's expense, and the purchase price will be refunded, or the puppy replaced with another puppy when one becomes available, at the discretion of the Breeder. Written confirmation of a life-threatening health concern from the veterinarian is required. No replacement or refund will be given under this section if the puppy was not examined within 3 to 5 business days of possession.

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3. Death From a Serious Communicable Disease — First 14 Days

If the puppy passes away from a serious communicable disease (not parasites or low blood sugar) within the first 14 days, and the purchaser obtained immediate care from a licensed veterinarian, and that veterinarian confirms the disease likely came from before the puppy left the Breeder, we will issue a full refund within 45 days, after reviewing the veterinarian's report or autopsy findings.

4. Health Guarantee Returns — 36 Months

If a genetic, life-threatening problem is found, for a condition the Breeder has DNA tested the parents for, within 3 years (36 months) from the date of the dog's birth, the puppy may be returned to us for another puppy, to be given when one becomes available, or a refund, at the discretion of the Breeder.

If the puppy develops moderate to severe Hip Dysplasia or Elbow Dysplasia, Subaortic Stenosis, or Cataracts deemed hereditary, diagnosed within 36 months of the puppy's birth date, the Breeder will take the puppy back and replace it with a puppy of equal value as soon as one is available, and/or provide a refund, at the discretion of the Breeder. Hip and/or elbow radiographs must be submitted to and examined by the Orthopedic Foundation for Animals (OFA), or diagnosed by PennHIP, and the results supplied to the Breeder. Subaortic Stenosis must be confirmed by echocardiography and Doppler performed by a board-certified veterinary cardiologist, and documents supplied to the Breeder. Eye exams must be performed by a board-certified veterinary ophthalmologist, and documents supplied to the Breeder.

CERTIFIED BREEDER

BRED WITH H.E.A.R.T.
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5. How a Health Return Is Processed

Written notification must be received by the Breeder within 3 business days of the health concern, or the problem is considered resolved. The purchaser must provide legitimate evidence of the health concern in the form of veterinary records and laboratory reports. In the event of the puppy's death, the purchaser must present evidence and records certifying that the death was genetic in nature, attributed to a heritable disease. On any return, the purchaser will execute a signed indemnification agreement, and return the puppy's AKC papers and veterinary records with the puppy. The Breeder reserves the right to evaluate the animal to determine whether a replacement should be given; replacement puppies are provided at the discretion of the Breeder, depending on the availability of a suitable puppy. The costs of returning the puppy and of receiving the replacement puppy are at the purchaser's expense, and the purchaser is responsible for transportation for the return and for any replacement; we do not deliver puppies.

6. Returns Within Five Business Days

A puppy may be returned within five (5) business days of pickup. The return must be accompanied by an examination from a licensed veterinarian, and the puppy will also be examined by our veterinarian before any refund is issued.

7. Reasons That Are Not Valid for a Return or Refund

Changing your mind, allergies, job changes, or other life events are not valid reasons for a return or refund. In those cases the puppy is still accepted back for rehoming under Section 1, without a refund.

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8. Refunds and Exchanges

All refunds and exchanges are at the Breeder's discretion. Deposits are refundable provisionally, based on the circumstances, at the Breeder's discretion. Applicable registration, transfer, and processing fees may also be withheld from any refund issued. Any refund or reimbursement will never exceed the original purchase price of the puppy. No refund will be granted if the puppy is found to have been injured, or to have become ill or diseased, as a result of the purchaser's actions or negligence.

9. What Returns and Replacements Do Not Cover

No refund or replacement will be made for: cancers of any kind; vaccines or medication of any kind given to the puppy at any time from birth onward; any genetic issues the Breeder has not tested for; natural or accidental death; non-life-threatening genetic or common conditions; diseases of any kind, whether or not the Breeder has tested for them; and any environmental factors or improper care of the puppy. The guarantee behind this policy is void if the dog becomes overweight, is over-exercised too early, is spayed or neutered before 6 months of age, or is bred before 2 years of age. If the puppy has been adopted out and the new owner has any issue with health, temperament, size, or conformation, the puppy is not returnable unless the health concern is considered a genetic defect, or the puppy has died from a genetic condition. If the puppy dies from sickness or injury that does not fall within the scope of this policy, no refund or replacement will be made.

