

Return Policy

FAQ's(and all the legal mumbo jumbo)

How do we protect your information?

We implement a variety of security measures to maintain the safety of your personal information when you place an order or enter, submit, or access your personal information.

We offer the use of a secure server. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our Payment gateway providers database only to be accessible by those authorized with special access rights to such systems, and are required to keep the information confidential.

After a transaction, your private information (credit cards, financials, etc.) will not be stored on our servers.

PRIVACY POLICY

What information do we collect?

We collect information from you when you register on our site, place an order, subscribe to our newsletter, respond to a survey or fill out a form.

When ordering or registering on our site, as appropriate, you may be asked to enter: your name, e-mail address, mailing address, phone number or credit card information. You may, however, visit our site anonymously.

RETURN POLICY

Due to the nature of the business, quality control, health codes, plus health concerns for our current breeding dogs, puppies and upcoming litters, we are unable to accept returns on any live animals. Animals that have left our environment, likely have been exposed to many viruses, bacteria, bugs and/or other contaminants that may pose a health risk to the animal and our current dogs.

(*) Our veterinarian carefully examines each puppy or dog within 3 days of leaving Appleridge to determine that it is in good health and to date on current vaccines required by law in the State of Tennessee. If your veterinarian has determined that there is health concern of the pup, or dog, that is not life threatening, which happened, once they are out of our quality controlled environment, we will gladly help re-home the said animal after a safe period of medical observation by our licensed

veterinarian. If there are any personal problems, that inhibits you from keeping the animal, you can arrange for the dog at your own expense, to be delivered to our Veterinary, to house your dog throughout the incubation period of 14 days, at your expenses, unless authorized for in writing, prior to dropping off, by Annette Sackrider.

For all other contractual guarantee information, please consult your Personal Contract, given to you at the time of the Adoption/Sale.

If you have made a deposit on an animal, for which you have not taken possession, and have changed your adoption plans, for any reason, within 24 hours of Appleridge Inc LLC, receiving your order, we agree to refund your deposit with written documentation indicating that you no longer wish to Adopt. However, after the 24 period, your deposit becomes, NON REFUNDABLE. We will do whatever we can to ensure your complete satisfaction which includes transferring your funds within a 2 year period to another litter or dog purchase.

For purchased puppies or adult animals, whether trained or not, we cannot guarantee that the said animal will adjust to you, your family or environment. Appleridge Inc LLC cannot be held responsible for the personal likes, or dislikes of any animal being adopted or purchased through our company. We ask that adopting families take great care and thought into the adoption process. This is a creature that will be affected by life changes. Please be considerate of the precious creatures feelings and needs, especially adjustment periods.

We will do whatever we can to ensure your complete satisfaction, including assistance in training for the dog or you and your family members. Appleridge offers a " no charge" for your personal training, program for owners acquiring their dogs through us. It is the responsibility of the new owner to attend our facility in Tennessee in person, at their own expense. Appleridge will provide ALL new owners of our dogs, a no charge Training DVD and digital training book which we encourage all family members to read or watch. Appleridge offers " no charge" verbal, email or text lifetime support to owners for all of their training or health questions or needs. If we cannot answer your question, we will find answer for you and reply as soon as it is available.

Ultimately, it is the new owners responsibility to adopt responsibly. All adoptees are encourage to consider their lifestyle, stage in life, living situation and personal time to help a dog adjust. It is the responsibility of the adopting owner to educate themselves on dog commands, pack leadership and the basic commands, that their new family member knows, to help the transition to go smoothly and happily. An Animal has its own mind and soul. It may or may not adjust to your lifestyle or household or application. Appleridge SHALL NOT and CANNOT be held responsible, legally or otherwise for new owners adapting to their new dog or the dog adapting to their new environment. We will however help advise you on training or re homing of your dog. Appleridge will ALWAYS take dogs or puppies back, as per paragraph (*).

Under no circumstances will this kennel refund any money for; returned, exchanged or rescue dogs / puppies

We will assist you in adopting a dog or puppy the best suits your needs. Ultimately it is the owners option and choice to take an animal into their home. It is our concern that each dog be in an environment that will provide it a safe, loving, caring, stable, and respected life. We are equally as concerned that the new owners provide a safe means to keep the animal home and respect the community in which they reside as well as local and state or provincial laws. All new owners shall provide notice to their “Home owners” insurance companies that they have the animal at their place of residence or business.

What do we use your information for?

Any of the information we collect from you may be used in one of the following ways:

- To improve customer service(your information helps us to more effectively respond to your customer service requests and support needs)
- To process transactions (your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased product or service requested.
- To send periodic emails (the email address you provide for order processing, may be used to send you information and updates pertaining to your order, in addition to receiving occasional company news, updates, related product or service information, etc.)
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Do we use cookies?

Yes (Cookies are small files that a site or its service provider transfers to your computer’s hard drive through your Web browser (if you allow) that enables the sites or service providers systems to recognize your browser and capture and remember certain information

We use cookies to help us remember and process the items in your shopping cart and understand and save your preferences for future visits.

If you prefer, you can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies via your browser settings. Like most websites, if you turn your cookies off, some of our services may not function properly. However, you can still place orders over the telephone or by contacting customer service.

Do we disclose any information to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety.

Children's Online Privacy Protection Act Compliance

We are in compliance with the requirements of COPPA (Children's Online Privacy Protection Act), we do not collect any information from anyone under 13 years of age. Our website, products and services are all directed to people who are at least 13 years old or older.

Your Consent

By using our site, you consent to our **online privacy policy**.

Changes to our Privacy Policy

If we decide to change our privacy policy, we will post those changes on this page.

This policy was last modified on April 12, 2013

CONTACTING US

If there are any questions regarding this privacy policy you may contact us using the information below.

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