



## Refund Policy for Animal Adoptions

At the Upper Valley Humane Society, we strive to ensure the best possible outcomes for both our animals and their adopters.

If you are experiencing difficulties with your adopted pet, please contact us immediately. We may be able to offer advice, support, or alternative solutions to help address the situation.

We understand that adopting an animal is a commitment and that sometimes, despite the best intentions, a match may not be ideal or circumstances may change. If you need to rehome your adopted pet, please contact us and return the animal to UVHS.

We have established the following refund schedule:

- 1. Full Refund within 3 Days:** If for any reason you find that the adopted animal is not a suitable match for your home within three days of adoption, you may return the animal to us and receive a full refund of the adoption fee.
- 2. Partial Refund from 4-10 Days:** If the adopted animal is returned to us between four and ten days after adoption, we will refund 50% of the adoption fee.
- 3. No Refund After 10 Days:** After ten days from the adoption date, no refunds will be provided, although we will welcome the animal back to our care without judgment.

Please note:

- Day 1 is the first full day *after* the adoption.
- To be eligible for a refund, the animal must be returned to UVHS in good health and condition, and with all necessary documentation provided at the time of adoption.
- The longer an animal spends in a home, the more requirements there are upon their return to UVHS (health certificates, veterinary checks, vaccinations, etc.).

We appreciate your understanding of our refund policy.