



## FINDING HOMES FOR OUR PUPPIES

Our process is normally as follows however with COVID restrictions there may be some changes.

1. We receive your enquiry via email and respond
2. A time/date is arranged for you and your family to visit. We expect to meet everyone who will be living with the puppy including children.  
The purpose of your visit is to firstly meet us and our dogs. That way you get to see what Aussies are like away from the camera and dog events/shows we participate in. This is an opportunity for our dogs to meet you and for your family to really think about whether this breed is the right fit for your family. We introduce you to each of the dogs and explain how they are all different but also very much the same. During your visit we expect you to ask questions, interact with the dogs so we can see how they respond and to be truly open and honest with us about what your needs and wants are.
3. We may ask to take a photo of the family so we can remember the faces that go with the names in our book of details.
4. Families are then invited to discuss on the way home their thoughts and opinions on an Eliteview puppy and then email us with any follow up questions or queries. If you are interested in a puppy, we ask you to advise us then and include some of your needs/wants.
5. We will keep in contact – we also expect you to keep in contact as well so we know you are still waiting and interested. Often people drop off the emails and stop contacting – if this happens we move to the next family.
6. When a litter arrives, if there is something on the needs/wants list that matches we let you know puppies have arrived.

7. A date is then set for you to visit and meet the fluffy puppies – generally around 6 weeks. It is extremely important at this visit that you wear clean clothes and have not stopped off at a park, friends house etc on the way as the puppies immunity is still developing. When you arrive we may ask you to sanitise your hands. The puppies will be outside by then and may be wet and muddy depending on weather so please do not attend wearing your best clothes (and best not to wear white!).
8. If you think there is something that matches we ask you to let us know but please be aware if it is the puppy we are thinking of keeping you will not get that puppy! We always reserve the right to offer the best puppy that matches and we also will always keep what we want first.
9. As the puppies grow and develop we start to identify a suitable puppy and then we will contact you around 8 weeks and advise which one we think is best. You can say no. Do not feel obligated to take it if it is not what you want! There will always be another puppy at some stage.
10. After all the vet checks, clearances and health tests are done the puppy will be ready to go home.
11. We will send you our bank details and our sales agreement. You will need to send us a copy of both sides of your drivers licence so we can confirm name and address details. The purchase price needs to be transferred before you attend to pick up the puppy so please do this a few days prior. The sales agreement will be ready for you when you attend.
12. On the day of collection make sure you have a towel or something in the car in case of an accident. If there is no one travelling with you it would be best if you brought a crate or harness for the puppy to go into. Another person is the best option. We will spend about 30 minutes going through the paperwork with you and explaining basic grooming, nail trimming, bathing and feeding. We share information on raising the puppy and go through the toy box they will take home with them along with all the documentation. This can be a bit brain draining but bear with us. We will also be transferring the microchip into your name at this stage online. Make sure you know your local council and preferably a name for your puppy. As you leave we love to have a photo of you and your new family member.
13. When you get home we need to know the puppy has arrived safely and a photo should be sent to us.
14. For the first few days we want to know how they are settling in and if you have any questions.

That is our general approach to placing puppies. Hopefully this outlines the steps you need to take and what information is needed. This also gives you an idea as to what we are looking for in a home.

If you have any questions please feel free to contact us.

Cheers,

Ross & Renee Carlson