

## WARRANTY

TAIL TALES, s.r.o., business ID number: 19706782, registered office: Jiráskova 284/10,  
682 01 Vyškov

### 1. Basic information.

The provision of a warranty by TAIL TALES, s.r.o., business ID number: 19706782, with its registered office at Jiráskova 284/10, 682 01 Vyškov (hereinafter the "Seller," as the provider of the warranty), does not affect rights arising from defective performance to the extent of Act No. 89/2012 Coll., the Civil Code, and to the extent of Article V of the Terms and Conditions of Business.

By attaching this document to an offer as an integral part thereof, this document becomes a warranty certificate with all statutory requisites.

### 2. Time limitation on warranty.

The warranty is provided by the Seller for a period of 2 years from the acceptance of a dog by the Buyer.

### 3. Content and conditions of warranty.

Under the warranty, the Seller does not warrant that the goods (for the purposes of this warranty referred to as the "Dog") will be free from health problems for life. The Dog's health depends on many different factors, such as proper feeding, care, exercise and genetics. Some of these are unpredictable and cannot be controlled. It cannot be warranted that the Dog will not have a health problem at some stage in its life. Dogs are usually shipped at 15-16 weeks of age. In the case of countries that require a Dog to be over 4 months old before importation, in some cases even 1 year of age, then the Dog will be placed with either a breeder or a representative of the Seller until importation is permitted. The warranty for the Dog takes effect when the Dog reaches the age of 15 weeks, whether the Dog has already been accepted by the Buyer at that age or is still with a breeder or the Seller. No claim for any problem or disease that may occur in the Dog after 15 weeks of age that is not covered under the terms of the warranty, such as a minor illness that could affect future breeding or showing, can be made under the warranty.

The list of diseases not covered by the warranty is stated below.

The Dog must be examined by a licensed veterinarian within two (2) business days of acceptance by the Buyer. However, the Seller recommends that the Dog see a veterinarian as soon as possible.

The Seller must be informed immediately of the result of the examination. Once the Dog receives a clean bill of health, the Buyer will send it to the Seller's email address: [info@tailtales.cz](mailto:info@tailtales.cz). If the Dog develops a health problem, the Buyer must also notify the Seller using the e-mail address provided.

As a responsible owner, the Buyer agrees to feed the Dog premium food and not allow the Dog to become obese. The Seller recommends that a new Dog be kept separate from other dogs in and out of the house until a veterinarian has issued a health certificate.

The Buyer is obliged to inform the Seller about the Dog's health condition at least once a year. In addition, the Buyer is obliged to provide the Seller with information about the Dog's current weight, its feeding, living conditions, socialisation, exercise, visits to the veterinarian and also send several photos. All this information should be sent to the above e-mail address. The Seller recommends that all veterinary reports or receipts be retained by the Buyer for future reference.

#### 4. Scope of warranty.

The warranty covers:

(a) lethal viruses for a period of five (7) days after acceptance. These viruses are: distemper, parvovirus and corona virus;

(b) death due to genetic or congenital causes;

(c) congenital diseases that significantly alter the life of the Dog and genetic diseases that adversely affect the Dog's health. These include: demodicosis (but not local), kidney and heart failure, spinal and liver problems;

(d) severe luxation of the patella, severe dysplasia of the hip and elbow joints, which makes it difficult for the Dog to move and walk naturally and requires surgical correction by two (2) years of age;

(e) some diseases that do not threaten the Dog's life and do not have a significant impact on its health. They are solely local demodicosis, first or second degree heart murmur, first or second degree luxating patellae, cherry eye, bladder stones, inverted eyelids, inverted tail, problems with testicles (before departure a veterinarian verifies that both testicles have descended).

#### 5. Exercise of warranty rights.

Any identified health problem must be reported immediately to the Seller, so that help and advice can be given. Failure to report a serious health problem within 24 hours of the 1st visit to a veterinarian will void the warranty.

Further, a prerequisite for exercising the right is the submission of an official report written on official clinic letterhead paper and signed by the licensed veterinarian who prepared it. A report must include the Dog's date of birth, registered name/number and microchip number. Such report must be scanned and e-mailed to the Seller's address: [info@tailtales.cz](mailto:info@tailtales.cz) within 24 hours of the examination. A report must be clear and precise, indicating the symptoms, the exact problem, the severity and the tests performed, i.e. X-ray, ultrasound, blood tests, etc. A second report by a different licensed veterinarian from another independent clinic may also be required. Conclusive digital photographs and/or video may also be required to verify a problem. Before any claim is allowed, the Seller's licensed veterinarian or puppy specialist will need to verify and approve the claim's validity.

In case of mortality, a necropsy is necessary to clarify the cause.

In the case of severe elbow or hip dysplasia, the X-ray submitted must provide information on the microchip number, the Dog's registered name/number, the Dog's date of birth, the name of the veterinarian or clinic taking the image and the date the image was taken.

A right under the warranty will not be granted if the genetic or congenital origin of the disease cannot be traced. The same applies when the cause of a disease is unknown or cannot be clearly determined by a licensed veterinarian.

#### 6. Warranty rights.

In the event of a defect covered by the warranty, the Buyer may claim from the Seller the right to a reasonable discount on the purchase price.

In cases under point 4(a) and (b) leading to the animal's death, the Buyer may demand a full refund of the purchase price or may choose another Dog from the e-shop range for the same or a lower price within six months of the exercise of a right under the warranty.

In the cases referred to in point 4(e), the amount of a reasonable discount on the purchase price shall be EUR 150.

#### 7. Negative definition of scope.

The warranty cannot be applied to:

Coccidia, giardia, kennel cough, colds, pneumonia and other bacterial diseases.

Diseases that are not life-threatening and do not negatively affect the Dog's health.

Problems affecting Bulldogs and Neapolitan Mastiffs that are considered normal: cherry eye, entropion, loose hips, demodicosis (in any form) and skin allergies.

Temperament problems that may be caused by lack of training, discipline or socialisation of the Dog.

Successful showing or breeding of the Dog, regardless of show or breeding potential. The Seller can only provide a professional opinion in this respect.

Veterinarian fees or costs. The Seller therefore recommends insuring the dog.

Veterinary care including vaccinations and regular check-ups.

TAIL TALES, s.r.o.