

Silver and Charcoal Kennels

New Puppy Information

I KNOW YOU CAN'T WAIT TO RECEIVE YOUR NEW PUPPY...

Deposits

Our puppies at Silver and Charcoal Kennels are usually sold before they are born; therefore, deposits are taken on availability not specific litters. These deposits are transferrable but not refundable. If you decide you want to defer to a different litter or want to change sex/color you can do that as well but please let us know as soon as possible. Do NOT wait until the last minute as we have others on our waiting lists. If you change sex or color, you will go to the end of the waiting list for that sex and color.

Picking Your New Puppy

Silver and Charcoal Kennels will notify you when your puppy is ready to be chosen. The puppies are 6-8 weeks of age when we will send you pictures and videos to choose your puppy if we are shipping it to you. If you are coming to our kennel to pick your puppy up we still may need you to pick from a video before you come and we will schedule you a time to come. If you are looking for something specific like runt, alpha male, etc. let us know and we will do our best to get you what you want. We don't like to send pictures of specific puppies until its your turn to choose, but if you ever want pictures of the puppies in general just to see how they are doing text me at 662-299-5435 and give me your name and sex/color of the puppy you have a deposit on and I will be happy to send you pictures as soon as I can.

Remaining Balance

If you want to pay the remaining balance at time of pickup or delivery please do so in cash. If you want to pay through PayPal or Venmo please do so 5 days before pickup or delivery. Our PayPal account can be found by going to our website at www.silverandcharcoalkennels.com under purchasing info tab. You will click buy now and it will link you to PayPal. Please send it using the friends and family and use our email nickilary@yahoo.com. Doing it this way, we will avoid the fees from PayPal. We also except Venmo (@Michael-Lary-5). No puppies will be sold site unseen. If you are not satisfied with your puppy at time of pickup or delivery you will be refunded any money you have paid.

Shipping

Shipping is \$500 in most cases and is delivered to your house by a driver. We will make all of the arrangements for shipping unless you choose not to. In more remote places other shipping arrangements can be made and will need to be discussed with us. In delivering puppies, we may make special arrangements for puppies from the same litter or similar ages to be delivered together in the same areas.

Things to Know

Before your puppy gets to you, please schedule an appointment with your veterinarian within 3 days to get him/her on a schedule and to ensure your puppy is healthy. We recommend you start your puppy on Nuvet Plus vitamins (1/2 pill daily until 12 weeks of age then give 1 pill daily). Nuvet Plus Vitamins 1-800-474-7044 (order code number 94545). This vitamin is required for your 2 year Health Guarantee which you will receive in your packet when you get your puppy.

Please understand that your new puppy is like having a newborn baby. This is their first night away from their home and siblings. Their stomachs are extremely sensitive and we have them on a regular eating schedule. They are eating dry food at 7am and 5pm every day. Refer to the food sack to find out how much your puppy should eat at each meal. Your puppy is eating Valu-Pak Performance Dog Food in the black sack. It contains no corn, no wheat, no soy, and no gluten. If you can't find this food, we recommend Science Diet or Iams Smart Puppy. Also, Grain Free 4 Health is a great option. You can go to Valupakdogfood.com website and type in your zip code to find out where to buy it in your area. Please don't let your new puppy eat grass, sticks, and other items other than the puppy food. Make sure your new puppy has clean drinking water.

We really appreciate you choosing your puppy from Silver and Charcoal Kennels. We strive to make sure you have a great experience with purchasing your puppy.

If you have any questions regarding your puppy don't hesitate to call me anytime.

To order your Nuvet Plus Vitamins: copy and paste this link into your browser https://www.nuvetlabs.com/order_new2/nuvet-plus-wafers.asp (enter order code 94545) or call 1-800-474-7044 (give them order code number 94545)

Thank you
Michael Lary
Silver and Charcoal Kennels
662-299-5435
www.silverandcharcoalkennels.com