

## What Happens Next?

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### Contract & Deposit

We have sent you your contract for the litter of your choice as well as an invoice for your non-refundable deposit. Your deposit must be returned within 14 days of receipt as all reservations are held by a received deposit.

When we receive your signed contract and your deposit, your name will be secured on the reservation list for the litter of your choice.

When you send your payment, please allow 7 - 10 business days for your payment to be received, deposited, cleared, and reconciled. We will be in contact with you if we have **not** received your deposit and contract. If, after 14 days, we have not received your deposit, we will email to notify you that you have 24 hours to let us know if we have missed your payment. Otherwise, your spot will be released.

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### Breeding News

We will send you an email when your puppy's parents have had a successful breeding! Please note, we do not notify you of anything prior to breeding. We do not let the list know when a girl has come into season. After breeding, while it will be too early to tell if everything is a go, we want you to be informed as much as possible.

In this email, we will also give you projected dates for the following:

- Due Date
- 6 Week Picks Date
- Puppy Home Going Date
- Trained Puppy Home Going Date

When mom is 6 weeks along and we are able to confirm the pregnancy, we will email you. Sometimes we can tell by behavior, so when we see the signs, we'll let you know.

## Puppies Arrival

Happy Day! We will send you a birth announcement email as well as post your puppy's arrival on our Facebook page. While we attempt to send these emails within 24-48 hours, sometimes, due to another birth immediately following the one prior, or a through-the-night birth—can we please get a nap before operating office equipment?—we may need 72 hours to get our heads wrapped-around dates and times. Remember that puppies (just like babies!) don't run on our schedules and we have to let Mother Nature take its course. We expect puppies anywhere from several days before to several days after their due date.

When your puppies are born, you will also receive the following:

- 1) Photo/Video Album:** You will receive a link for an album specific to your litter including photos and videos. We will also provide you with the link to our Facebook page where our professional pictures are posted.

*Our goal at Crossfield Doodles is to provide photos on a regular basis through our professional photos posted in the albums and on Facebook. It is up to each individual Guardian Home how many other candid photos/videos they take and share in the Google album. We do not ask anything above puppy love and care for our Guardian Homes! Professional photos are typically done at Day 1, Week 1, Week 3, Week 5, and Week 7.*

- 2) Confirmed Dates:** You will receive confirmed calendar dates for puppy pick day, home going, and trained home going. Sometimes these dates and times do need to change based on arrival date or other circumstances. We will do our best to note any changes from previous dates given.
- 3) Invoices:** When puppies arrive, we will send you ALL invoices due for your puppy. Please note that these will have specific due dates and are **not** due upon receipt. The invoices are due accordingly:

*First Payment:* Due at 4 weeks of age

*Second Payment:* Due at 6 weeks of age

*Trained Payment:* Due at 8 weeks of age

*\*\*See more information on payment questions below.*

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## 6 Week Picks

1-2 weeks prior to your 6 Week Pick date, we will send you an email with more information on what to expect in this process. We know you will be watching your litter's album and will most likely have a few favorites! We understand you will have questions about behavior, characteristics, and temperament. While these are important factors, please know that SO much is changing for these puppies in those early weeks. A member of our team will be available to answer your questions and point out qualities of available puppies. We do kindly ask that you refrain from contacting us regarding these questions prior to pick day as we will not be able to provide you with a fully accurate answer until that day. Believe it or not, we've never had a client walk away from the 6 week picks disappointed!!

***All of our South puppies utilize virtual picks for pick day! We feel like each family receives all of our attention during the virtual pick process. Please read the attached document ["Virtually Perfect"](#) for further details. Thank you!***

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## Puppies Going Home

This is what you've been waiting for! We will send you an email 1-2 weeks prior to home going with updates on how your pup is doing, what you should bring, what you should buy for your pup, and more. However, it is never too early to start shopping, find recommended products for your puppy [here](#).

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## Trained Going Home

Your puppy will transfer to training on the litter's going home date. Our Training Liaison will connect you and your trainer via email the week following transfer. Your trainer will provide updates on your pup's progress throughout training. During your pup's final week of training, our Training Liaison will provide you with going home instructions.

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## Payment FAQ

### ***I received all of my invoices - do I need to pay them all at once?***

No, each invoice comes with a separate due date. Your first payment is due at 4 weeks of age. Your second payment is due when puppies are 6 weeks of age. Your training payment is due when puppies are 8 weeks of age.

### ***I received a notice that my invoice has not been paid but I sent payment! Please help!***

Our invoicing software is set to send automated reminders so you do not accidentally forget about a payment that needs to be made, but if you believe you have sent payment, please rest assured that it is probably in the process of being reconciled and the reminders are automated. Please read more about the reconciling process below:

- Please understand that all payments made by check, must be received here, then deposited. Clear the bank, allow for download, and then manual reconcile. This could take about 7-9 days from the date you mailed payment.
- If you mailed your payment at or close to the due date, and then received an overdue notice, it may be due to these delays.
- In the same way, Venmo payments take 2-3 business days to clear our bank (more if made on the weekend). Then, they must be manually downloaded and reconciled.

### ***Will you notify me if I have an outstanding balance?***

We always reconcile as soon as possible, and always prior to home going. If, for any reason, you may have an outstanding balance, [we will notify you](#) prior to home going to make sure we get this secured in a reasonable time.

### ***Do you prefer check or Venmo?***

We do not prefer either of these payment options. Truly, either one works just as well as the other. We have never (to date) had a lost payment in the mail.