



# Arizona Goldens LLC

“Service Dog Helping Others Improve their Lives”



## AZG Refund Policy

All requests for refunds must be received in writing and delivered via mail to:

Arizona Goldens LLC  
P.O. Box 40776 Mesa, AZ 85274-0776

Clients requesting a refund must be responsible for all reporting requirements and distribution back to any, if at all, donors toward their service dog.

### Prior to Boot Camp Scheduling:

Prior to the scheduling of boot camp start date and making boot camp arrangements, clients can provide a written request to above mentioned address for a full 100% refund of all funds deposited towards their service dog minus the \$500 non-refundable deposit and \$25 application fee.

### After Boot Camp has been Scheduled or if a Failure to Pass the Boot Camp Tests

After the scheduling of the Boot Camp Start Date, or if the client fails to complete boot camp for any reason, the client can request a refund to the above listed address and will receive a refund according to the following formula:

$$\begin{array}{l}
 \textit{Total Deposited Funds} \\
 \text{Minus Non-Refundable \$500 Deposit} \\
 \text{Minus Client \& Boot Camp Expenses} \\
 \textit{(this includes equipment, room rentals, the total time spent working on the client's case at \$50 per hour, and any other expenses directly relating to the client.)} \\
 \text{Minus Travel Expenses (if applicable)} \\
 \text{Minus Applicable local, State, or Federal taxes} \\
 \text{-----} \\
 \text{Minus Service Dog Application Fee} \\
 = \text{Total Amount Refunded to Client}
 \end{array}$$

### After Boot Camp Completion & Graduation

After the successful placement of a service dog and passing all required tests, there will be no refunds of any form at any time.

### Clients utilizing AZG Payment Plan

No refunds at any time and for any reason for any payments already made. AZG will pursue recovery of the service dog and any applicable judgments for remaining unpaid balance if there is a default by the client for any payment.

I understand the above conditions stated in the Service Dog Overview and Agree to the AZG Return Policy above. If for any disputes for refunds, both parties agree to Arbitration and the ruling or finding thereof.

|                                   |             |
|-----------------------------------|-------------|
| Applicant Name & Signature: _____ | Date: _____ |
| Guardian 1 Signature: _____       | Date: _____ |
| Guardian 2 Signature: _____       | Date: _____ |