INFORMATION ABOUT DEPOSITS & REFUNDS (While most of the information below applies to Deposits, much of this information is applicable to is Refunds of any kind)

After you and your family/your people have made *a confident decision* about wanting a XANADU puppy, you can make your deposit through the XANADOODLE website. Like all other breeders of whom I am aware, XANADU has a no-refund policy.

Do all puppy research BEFORE making a deposit anywhere. Don’t confuse yourself after that deposit is submitted. When a client continues to search, it is confusing to the client and unfair to XANADU--or to any breeder.

When your puppy is ready to come home, s/he is a pup from the best genetic-tested lineages, healthy lineages, and lineages with family-friendly temperaments. Your pup is checked by a licensed veterinarian, and it does not have worms; s/he does not have a medical issue that we do not know about. S/he has firm stools. XANADU of the Rockies recommends "Core vaccines," because horrid diseases are prevalent and outweigh the risks of vaccines. No more than three vaccines at a given vet-visit are recommended. Your puppy's diet is good for him/her, and there are no digestive upsets at the time you receive your pup. That is, what happens next is up to you!

In order to keep your health guarantee in effect, please have your own veterinarian check your puppy (well-pup visit) and determine the best decisions regarding future proactive pet care. Please research these decisions on line and be a valuable partner in decision-making for your pup's veterinarian. Puppies are mortal; we are mortal. XANADU does its best to provide exactly what we advertise -- healthy, sweet puppies. That guaranteed giant step in the right direction is what you pay for with a XANADU puppy. We cannot guarantee that your puppy will not contract cancer, although we do not breed lineages that are discovered to have cancer in their dog-families. We cannot guarantee that a puppy will not have some currently un-testable condition. We cannot guarantee that the diet that you choose for your pup will agree with him/her. We cannot guarantee that the veterinarian that you select is competent to treat your puppy appropriately. Often, we do require that a second-opinion is obtained from a different (XANADU-selected veterinary hospital). We do guarantee that your puppy is healthy and happy and loving and loveable when delivered to you.

If you do not select a puppy from the litter for which you have submitted a deposit, that deposit might be renewed with the advent of a new litter. But maybe not -- XANADU may not have a similar litter in the future. Please make a confident decision before submitting a deposit for a puppy, and check the date that your new pup will be available to go to his/her new home. For example, if you want a mini-Bernedoodle pup, there may only be one litter of mini-Bernedoodle crosses during the current breeding season, and you want to be ready when your pup is ready for a new home.

It's not that dog breeders are necessarily mean or greedy, although some should explain their policies more thoroughly. XANADU does explain thoroughly, but I'll repeat: XANADU of the Rockies, LLC requests that clients make a confident decision about wanting a XANADU puppy and then make a deposit. We honor specific Litter Pick requests, of course. Pet Home pups in a given litter are very much like the parents (and may be like grandparent dogs). Sometimes ears stand up; sometimes they flop. Sometimes pups fall within the expected weight range; sometimes we get a surprisingly larger or smaller pup that is more like a grandparent's size. Pet Home puppies arrive designed by God -- a batch of genetic stew. Colors and markings are usually predictable, but not always what we humans expect -- and this can be true of purebred dogs as well.

The XANADU website article, "What Sets Us Apart" is what I call "required reading," because "making a confident decision about wanting a XANADU puppy" means that you are absolutely in accord with XANADU'S breeding objectives and our mission: the development of a new breed—the XANADU—the World's Best Family Dog. And a confident decision also means that you want a XANADU pup -- a pup with XANADU qualifications and guarantees and not just a particular hybrid. Finally, “a confident decision” means that you understand our purchase guarantees regarding your deposit / payment and know why deposits are not refundable, as well as when deposits are refundable. Know also that puppy payments for your originally healthy, happy puppy / older pup are not refundable. There may, of course, be circumstances in which the unexpected happens, as in human children or adults. A very good friend of mine just died from Parkinson's. He didn't have this disease at 50; his parents and grandparents and siblings did not have Parkinson's...

When a client submits a deposit, s/he is in line to select a new pup. A puppy is being held for the client. Records are kept by someone specially trained to do so and who is paid for time and expertise to keep accurate records. All deposits are acknowledged by email. Clients can check available puppies and upcoming-litter status with our regular ***Pup Alert*** Newsletter publications. Expenses are involved from the time a client contacts XANADU through the time that puppy goes home -- and then for the lifespan of the puppy (or me). XANADU is invested in every pup; the client is invested in his/her pup as a mortal, furry family member.

If/when there are unforeseen changes in our breeding schedule, clients are notified in our ***Pup Alerts,*** and I contact every person who has submitted a deposit. Please read our ***Pup Alerts***. This is the fastest means of communication about available and upcoming puppies or about (sad) breeding failures, etc.

If a client wants to consider pups from several particular hybrid/multigenerational litters of the current breeding season, a note is made, but deposits are for one litter at a time. The client's place in line for puppy-selection does not roll over with his/her deposit, but begins anew. (In the past, some clients have submitted deposits and then remained at the top of the pup-selection list for years -- and that's not fair to others.) If the client is only willing to consider a puppy from one particular litter, and the male or female pup from that litter is available for selection, the deposit will not be applied to an upcoming litter; therefore, do make a confident decision about purchasing this puppy. Example: If you wanted a male standard Goberian puppy with blue eyes out of Maxi and sired by Macho and there is no blue-eyed male pup available for you, your deposit can be applied to another litter--if there is another litter of Goberians during that season. If you want a female and the litter only has male pups, your deposit can be applied to another litter if there is another Goberian litter during that season. If a puppy is available for you in the gender and eye color you seek, you are not eligible for a refund.

Please also note that deposits are accepted according to the expected number of puppies in a given litter. If XANADU is holding five deposits and only four puppies are born, AND if the person who does not get a pup from this litter has specified that s/he ONLY wants a Litter Pick pup from THIS litter with gender, eye color, coat characteristics specified, that deposit is refundable. If that Litter Pick pup is available for selection, the deposit is NOT refundable.

Please do not ask for a refund when the pup you have requested is available for you. IF we do not have the Litter Pick pup of the multi-generational cross, gender, and eye color you have reserved, you may have a refund.

There are so many reasons why XANADU asks that you make a “confident decision about a puppy BEFORE you submit a deposit”, but I’ll list a few examples:

Holiday Pups: Valentine/Easter/Christmas puppies, for example. It is ALWAYS imperative (and even more so in winter) that puppies are both paid for and picked up on time. XANADU cannot offer free boarding services. Who wants a drippy little pup the day after Christmas or the day after Valentines Day? Except for the occasional Christmas litter (of smaller breeds), XANADU almost never offers winter litters for sale in Colorado. Winter litters are hard on the Colorado Guardian families, on the puppies who cannot play outside, and on XANADU of the Rockies, because pups are difficult to sell in the winter.

Decisions about which litters to breed are based on XANADU’S needs and on demand. Sometimes a client will place a deposit on a particular breed or litter, and then will keep looking for a pup after submitting a deposit for a XANADU pup. The deposit is there to cover XANADU’S office-expense time: re-advertising costs and placement management for puppies that have been reserved; these expenses MORE than double if a client changes his/her mind and spontaneously buys a shelter pup or an inexpensive puppy from a litter nearby. Often there are additional travel expenses that XANADU absorbs, and often there are hourly wages for our employees who help transport breeding dogs and pups. Any time any person who submits a deposit changes his/her mind for whatever reason, XANADU is at risk. We could not stay in business if deposits and refunds were offered for reasons other than the above noted circumstances.

At the end of the puppy season, if a client has been offered an available pup that fits his/her wishes for gender and eye color and hybrid / multigenerational deposit, and s/he has decided to "wait for another litter," the deposit is not refundable if another pup of that description is not born.

Having noted these examples, let me describe the circumstances in which deposits will be returned.

  If XANADU offers a litter—say a litter of mini-Bernedoodles, and that breeding does not result in a litter—and there is no other mini-Bernedoodle breeding for the season—and this has happened before—XANADU extends heartfelt apologies to those who have submitted a deposit. Deposits are returned as I am apologizing to my customers. In such rare instances, I feel awful. Our clients know that we are dealing with mortals and that not all breedings result in puppies. That is just how things are ordained by our Big Boss. If puppies are born that fit the client’s description, and the client does not accept a puppy, a refund is not offered.

Deposits are made for a reason—because a client wants a certain kind of pup, and because XANADU is a business that must also be protected. The puppy’s emotional and developmental interests need protection, too. We make a deal, you and I. That deal is the deposit.

The attachment, “How to Select a Puppy” is online and sent to those who inquire about a XANADU pup. This information is important wherever you purchase your new forever family member. XANADU realizes that adding a new family member is a BIG decision; clients are requested to do research into lineages, genetic history, health and health history, and expected characteristics of the breed.

In addition to the information provided by XANADU of the Rockies, there are websites dedicated some hybrid characteristics. With the big breeds, it is ESPECIALLY important to know the genetic testing RESULTS of BOTH parent dogs. For OFA, results should be “Good” or “EXCELLENT.” PennHIP testing results should be over 60% in BOTH parents’ results. XANADU breeds for uncompromising excellence. Deposits are NOT refundable; please do not ask.

While most of the information above applies to Deposits, the same is true for Refunds. XANADU of the Rockies does not provide refunds if a pet owner selects the “wrong” puppy. For example, some breeds need more intensive training—like some Pomskies; others are easy. Poodle crosses are often more active than a new owner might realize, not that XANADU breeds for “couch potatoes.” We don’t. ALL larger breeds are harder just because they are so big: Our Bernedoodles are absolutely great, our Standard dogs of any type—Goberians, Goldendoodles, etc. are often sent to “boot camp,” or at least to training classes with their owners. Breed research must be done before submitting a deposit for a puppy.

Puppies do not know what is expected of them. Often they just want to bounce and be in your face. Any inconsistency in training is confusing to the pup. A pup isn’t “bad” because it is big or frisky, but sometimes the big breeds are harder for the young, the older, for smaller women, for the disabled to manage. If you want a big breed dog, it may be best to send your pup to camp where training is consistently managed by experts in dog training, where the trainers are large and strong and experienced enough to manage an excitable dog. And I have seen a big, frisky dog knock a trainer down—a fantastic trainer. (Although the dog only did that once.) There are many, many sites on the internet that describe breed characteristics—or possible characteristics. Again, this is what is meant by “make a confident decision about the pup or litter or breed you want.” We cannot give you a refund, but if, for any reason, you cannot keep your dog, of course, you may send that dog home to XANADU. The closest airport is in Grand Junction, CO or (at some times of the year) Odessa, TX. I prefer United flights. Often airlines will not accept pet cargo in the summer / warmer weather.

XANADU will do its very best to re-home a returned dog to a family who knows that this is a re-homed dog for whatever reason—death in the family, financial distress, or just an uninformed decision about which pup/dog to select. We are committed to the best interests of XANADU dogs.