

MEDIA STATEMENT

November 12, 2021

The below media statement may be attributed to Puppy House in St. George, Utah:

“Ensuring the health and well-being of the animals at Puppy House is our responsibility as a business and our obligation as pet lovers ourselves. Puppy House has robust protocols in place to meet that responsibility, and we are committed to doing what’s right for our animals, our customers and our community.

“We hold our breeders to the highest standards and work with only USDA-licensed breeders. Our puppies are checked by veterinarians for their health twice before they reach our store, and each puppy is microchipped and has detailed health records. Preventing disease is a priority, and we conduct health checks on every puppy twice daily. We also maintain stringent cleaning and disinfecting processes to keep harmful diseases out of our store.

“When a puppy from our store becomes ill, we move swiftly to obtain care from our local veterinarian. If that puppy has already gone home with a customer, we honor our guarantees and refund when needed. Over the past six years we have been in business, our average claims of illness and returns are less than 1% of sales, due to our comprehensive care practices.

“As a family business, and as people who love pets, we are deeply troubled by the false allegations made against us. The puppies in our care are both our livelihood and our passion, and we will continue our work to help St. George families meet and love their pets.”