



PIMA COUNTY HEALTH DEPARTMENT
PIMA ANIMALCARE CENTER
4000 N. SILVERBELL RD TUCSON AZ 85745
520-724-5900 FAX 520-791-6627

Refund Policy

Thank you for adopting your companion animal from Pima Animal Care Center (PACC).

Please understand that this is an adoption, not a “sale” and the agreement you have made with your new pet is to provide a permanent and loving home.

There is an inherent medical risk when one adopts an animal from any animal shelter. There is a possibility that an animal may be incubating a disease at the time of admission or adoption without showing any clinical signs of disease. **There are no refunds or exchanges due to health unless determined and documented to be life threatening by your veterinarian within 14 days of the adoption.**

Adopters will allow for a minimum of 30 day adjustment period. This is crucial for the animal to adjust to its new environment and family. PACC screens animals for aggression, but makes no other claim or representations as to the behavior of the animal(s) we place for adoption. Since most of our animals have minimal behavioral training, we expect the pet’s new family to put forth sincere effort to train their new pet. Pima County has many reputable trainers and behaviorists to assist in your training efforts. Check our website <http://www.pimaanimalcare.org/petowners/training.asp> or look in the yellow pages for trainers. We **DO NOT** give refunds or exchanges for behavioral problems

If you must return your animal, you are entitled to one (1) exchange, no refund. If you do not wish to exchange the animal, your fee will be considered a donation to PACC.

PACC reserves the right to refuse another adoption for one year if you return your pet for any reason other than extreme health or behavior problems documented by a certified veterinarian or trainer.

WE DO NOT WANT OUR PETS TO BECOME REVOLVING DOOR PETS AS THIS CREATES STRESS ON THE ANIMAL AND DEFEATS OUR PUPPOSE TO PROVIDE STABILITY IN THE LVIES OF THESE DESERVING CREATURES.