

HSC Adoption Return FAQ

How long do I have to return a pet I adopted from your organization?

Adopters have 30 days from the day the adoption is processed to return the pet to our organization. Any owners needing to return a pet after the 30 days will need to submit a rehoming application located on our website.

Do I get a refund of my adoption fee if I want to return the pet?

If the adopted pet is not a good fit for your family and you feel the need to return them to our organization, we do offer an adoption credit for the same amount paid at the original adoption time. This credit is good for 30 days after the date of return.

If you choose to adopt a pet whose adoption fee is less than the original adoption fee you paid, we will take the difference as a donation to further help us to assist the community

Does returning a pet prevent me from ever adopting from you again?

Here at HSC we understand sometimes relationships don't end up working out, and that's okay! Simply returning an animal adopted from us will not prevent you from ever adopting from us again.

How do I start the process of returning an animal adopted from you?

We do require that owners needing to return a pet they adopted from HSC fill out our [Adoption Return Questionnaire](#). This helps us to ensure we have an available kennel space for the pet before they are returned.

How do I get an appointment to return a pet I adopted?

Once you have completed our Adoption Return Questionnaire, someone from our Admissions Team will reach out to you to schedule a day and time to return the pet to us.

What if I have an emergency and need to return the pet immediately?

If you have an emergency that prevents you from scheduling an appointment to return the pet, please reach out to us at rehoming@humanecharlotte.org.