

# HSC Adoption Return FAQ

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

Adopters have 90 days from the day the adoption is processed to return the pet to our organization.

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

We 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 for the pet before they are returned and get more information on why the pet is not a good fit in your home.

Link to Adoption Return Questionnaire: <https://forms.office.com/r/DDmnuNhyJb>

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

We do not offer refunds on adoption fees. If the adopted pet is not a good fit for your home and you feel the need to return them to our organization, we do offer a credit on your account for the same amount paid at the original adoption time. This credit will be valid for 90 days from the date of return and can be used on adoptions fees of equal or lesser cost. *Note: if the pet you wish to adopt has a higher adoption fee, you will be required to pay the difference at the time of adoption*

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

Once you have completed our Adoption Return Questionnaire, someone from our Intake Team will reach out to you via email or text 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 704-494-7703. Since we are often actively handling animals, **text is preferred for a quicker response**. The Adoption Return Questionnaire will need to be completed prior to returning the pet.

## **What do I do if it has been more than 90 days since I adopted the pet?**

If it has been longer than 90 days since you adopted the animal, you will need to complete a surrender request on our website, located at the bottom of this page: <https://humanesocietyofcharlotte.org/services/rehomingservices/>

## **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.

**Other questions about returning a pet or more information to assist with retaining your adopted pet? You can reach out team via email at [intakes@humanecharlotte.org](mailto:intakes@humanecharlotte.org)**