

## YVAS REFUND POLICY

Yellowstone Valley Animal Shelter accepts the return of any animal that we adopt out. Please contact the shelter at 406-294-7387 if you need to return an animal.

- If the animal is returned within 14 days from the date of adoption, YVAS will issue a refund of the adoption fee minus a 15% processing fee.
- If the animal is returned more than 14 days from the date of adoption, but less than 30 days, YVAS will issue a refund of half of the adoption fee minus a 15% processing fee.
- If the animal is returned more than 30 days from the date of adoption, it will be considered a surrender rather than a return and the adopter must schedule an appointment to bring the animal in and pay a \$20 surrender fee.
- Adopters must submit a Refund Request Form - available at the front desk - for a refund to be processed.
- All refunds will be issued in the form of a check mailed to the address on file, regardless of original payment method.
- City license fees, adoption hold deposits, and cat carrier fees are *non-refundable*.
- ***No refunds will be available for animals adopted at a promotional price.***

If the animal is being returned for a medical issue that requires a major surgery or treatment, YVAS will issue a full refund of the adoption fee if returned within 7 days of adoption. Written documentation from a veterinarian is required *as written in the adoption contract*.

*Please allow up to four weeks for processing after refund is requested.*