

My testimony for HB 5027 is my statement of complaint against all pets club below

Statement of Complaint

Against All Pets Club

Dated 01/16/2013 Time 1253Hrs

I, Timothy P Sheehan, of 590 Huntington Tnpk Bridgeport Ct am a new customer of All Pets Club, Southington Ct.

On 12/28/2012 at approximately 9:00 AM I responded to online advertising posted at WWW.ALLPETSCLUB.COM for the sale of a bloodhound puppy.

The puppy was a liver and tan colored bloodhound date of birth 10/08/12 puppy ID number SMHSB50 Animal USDA # 48-A-1959 Microchip # 00071FAF6B. The breeders name is Michelle Houck of Coffeyville KS. The business had advertised the puppys name as "Boo".

My wife and I re named the puppy "Sofie" after purchase.

On 12/26/2012 I went to the business All Pets Club located at 405 Queen St Southington CT to view the puppy advertised.

I was introduced to the puppy by an employee of the store Emma (last name unknown) ,liked the puppy after a brief visit with it, told Emma I was interested in purchasing the puppy, and asked if I could see any paperwork related to the animal.

I was shown The puppy's medical records, and certificate of pedigree. I asked if there was any problems or issues with the puppy I should know about. I was told the puppy had an umbilical scar from a presumptive hernia repair, and that the operation performed was not unusual for puppies. As I was not going to be showing the animal at dog shows this did not concern me except as a medical issue. She also told me the puppy had a identification chip in her. No other medical issues were brought to my attention. The medical records for the puppy showed a checkup had taken place on 12/24.

I told Emma I wanted to purchase the puppy, she then gave the puppy a bath, and we went up to the front to complete the paperwork. I was told if I joined the "club" I would receive a discount on the purchase, and I did so. I asked if the puppy had a favorite toy I could take with me, and was sold a few new toys instead, along with some food, and wee wee pads.

After the bath ,and while the paperwork was being completed the puppy was laying pretty quiet, appeared to be breathing a little heavy, had a little dried nasal discharge visible, but otherwise appeared OK.I believed the puppy had just been excited by the bath and visit. I was not concerned as I had been assured by Emma that the puppy was healthy.

I was given along with the other paperwork an All pets Club Puppy Warranty, copy of the Connecticut Puppy Lemon Law and a Puppy's First Veterinarian Visit checklist to validate the warranty. Emma went over the warranty and the sale was completed by credit card at 10:04 AM, and I took the puppy home.

The next morning 12/29/2013, my wife Lisa Sheehan told me something was wrong with the puppy, it was not breathing right, and that it looked very sick. I looked at the puppy and immediately got concerned with the animals appearance and breathing. Although I am not in the veterinary field I am a State of Connecticut

certified Emergency Medical Responder (certificate Number 980919) and trained to evaluate emergency medical issues.

As there was an active storm warning and significant amount of snow starting to fall ,the business All Pets Club was located far away, and as our regular vet Kathleen Fearon of Home Veterinary Care in Trumbull's office was closed, my wife and I rushed the puppy to VCA Shoreline Veterinary Hospital in Shelton CT.

The front office staff took a quick look at the puppy , called out a "triage", and the puppy was taken immediately for an emergency medical examination and put on oxygen.

I called All pets club at 1336 hours from the pet hospital using my cell phone (203 224-0226) and asked for Emma. I was told she was not there and spoke with employee Lina (last name unknown).I told her I was at the Shoreline vet hospital with the bloodhound puppy and that the animal is on oxygen and very sick. I asked her what she wanted me to do. She told me "do whatever you have to do , and keep us informed", and "not to worry that the puppy was under warranty".

After examination I was informed by the Vet Hospital Staff that the bloodhound puppy had pneumonia, was very sick, with a low oxygen blood count, and that they had found what appears to be a screw in the dogs stomach on x ray. They told me if they did not remove the foreign object, the object might not pass through the dog's intestines without causing internal injury and infection. That the screw could be removed now from the stomach using a endoscopic retrieval instrument and a tracheal wash, and that the puppy would need to stay in an oxygen tent and treated for the pneumonia. The puppy stayed two nights at shoreline vet hospital and the vet bill totaled \$ 4,412.32 (four thousand four hundred twelve dollars and thirty two cents.) They filled out the Puppy's First Veterinarian Visit checklist to validate the warranty which was faxed to All Pets Club.

After treatment I took the puppy home, and by the next day, it again appeared to have difficulty breathing. I called All Pets Club again and was referred to the manager of the puppy department Corine DeFrancesco who told me to take the puppy to their veterinary hospital , The Animal Emergency Hospital of Central CT located in Rocky Hill CT and that All Pets Club would assume the cost of medical care. She also told me she would speak to the owners of All Pets Club and they would likely cover the cost of the initial veterinary care but that she did not think they would cover the cost of the surgery to remove the screw. That she would contact me at the end of the week to discuss the reimbursement for my vet costs. I took the puppy to their vet hospital and the puppy was assessed with Pneumonia, Anorectic, along with labored breathing, moderate mucopurulent nasal discharge, and Increased BP sounds. The puppy was given Oxygen, fluid therapy, and supportive care. While waiting in a treatment room I overheard a vet or staff person talking about the bloodhound puppy "Sofie" to All Pets Club stating the treatment would be a couple of thousand dollars and the staff member saying to another staff member that "All Pets thought it would be more like five hundred".

I refused to sign any payment responsibility for treatment and was told by the vet hospital staff that the payment was being covered by All Pets Club.

The next day I called the Animal hospital and was told All Pets was having the puppy transferred out of their care, and to the care of another vet, Lawrence Brooks of Powder Ridge Veterinary hospital for continued treatment. The testing performed at my cost through VCA Shoreline Hospital by Antech Diagnostics showed the puppy "Sofie" had two bacterial infections present E-Coli and in a larger amount Psychrobacter-Phenylpyruvicus both resistant to the initial prescription drug used for treatment ,Azithromycin. When I called Powder Ridge Vet Hospital to check on Sofie I was told they were awaiting the final test results from Shoreline Vet. I had to make several calls to ensure the documents were sent and received between the parties.

Following continued treatment I spoke to Dr. Brooks and he outlined the treatment provided as Gentocin Injection once a day for three days, Continued IV fluids for 1.5 days, and that they had nebulized the puppy with sterile H2O+ gentocin four times.

After treatment the puppy was released to me. After exposure to the puppy during the course of the visits home my other pet "Roxie" a female Terrier mix DOB 08/15/2008 developed kennel cough and had to be treated with Doxycycline 100 Mg requiring a vet visit on January 4th 2013 to Home Veterinary Services at a cost of \$85.00. At no time was Roxie exposed to any other animals infectious or otherwise.

During the same vet visit I had the puppy "Sofie" re evaluated by my regular vet Dr Fearon of Home Veterinary Services at an additional cost.

On January 10th at 10:33 AM I was then contacted by Corine DeFrancesco of All Pets Club, offered a five hundred dollar store credit along with a lifetime club membership "valued at one hundred and ninety nine dollars" in compensation for my thousands of dollars in accumulated vet bills. I told her The pet lemon law does not say anything about a store credit but states the licensee shall reimburse documented vet costs up to five hundred dollars. I asked to be reimbursed and told her a store credit was unacceptable. We argued about the reimbursement, Corine told me I was getting upset, that she was going to hang up on me, and she then hung up the phone without resolving the issue or making any arrangements with me for reimbursement of my vet bills. To my knowledge the puppy's ID chip has not been activated as promised.

Both animals are now completing their antibiotic regimen and appear to be recovering, pending further evaluation. The antibiotic Genocin given to the puppy has joint related side effects as a risk of use but was needed due to the infection present.

As All Pets Club has refused to follow the pet lemon law requirements to date I filed a complaint with the Ct States Attorney General's Office, Department of Agriculture, Animal Control Division, Federal Trade Commission, Better Business Bureau, and several animal rights organizations. I have also notified my credit card company to dispute the charge based on the fact that I was sold defective property and have not been reimbursed for expenses related to bringing the merchandise to new resalable condition.

I have all the documentation, breeding papers, warranties, and voicemails from the store staff as well as medical records from the four veterinary offices and the diagnostic testing agency.

To date I have received no compensation from All Pets Club for my accumulated veterinary bills nor have they recontacted me to resolve the issue.

On 01/21/2013 "Sofie" the bloodhound was again taken to Shoreline Veterinary Hospital with difficulty breathing. After an Emergency examination and chest radiographs she was found to still have a case of pneumonia and incurred additional veterinary care bills over six hundred seventy six dollars, and requires another round of antibiotics and follow up care.