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Chronological Summary of Communications Between Dani Startt and Patti McCarty

Phone Call from Dani Startt: (Late October or early November) where are we with the papers, please call back. Left voice message.

Phone call from Dani Startt: (Mid November) We didn't hear back. Where are we with the papers? Left voice message.

Phone call From Patti McCarty: (Next day) Sorry, we are behind in our paperwork. I am working on it.

E-mails

From: Dani Startt 12-5-02

These are some pictures of Roscoe from when we got him home. We had called a while back since we still don't have his papers yet. Any word? Please let us know if you've found-out anything about his registration.

From: Dani Startt 12-18-02

I emailed you two weeks ago and I have called several times before that. I'm still waiting on the papers for a puppy I purchased. Please write back or call me at the number below or at home (678) 393-9110 soon and let me know the status. Thanks

From: Patti McCarty: 12-18-03

Sorry for the delay but we are behind in our paper work, the AKC gives us 6 months before they consider them late, then they charge me a late fee. I'll try to get on to this matter soon; it has just gotten really busy as the year gets closer to the end.

From: Patti McCarty: 1-6-03

Thanks for more pictures. I am working on those papers, I'll keep you posted.

From: Dani Startt: 2-19-03

Patti, We still do not have paper work for Roscoe. Is there some way I can aid you in getting this for us? Is there someone I call at AKC or CKC? Please let me know if there are any problems or if there is any way I can help you.

Form Patti McCarty: 3-4-03

I just sent in a bunch of paper work and also had already sent in some late ones. The late ones I owe late fees on and that is why they are being held. All this is my fault and I apologize. We lost our 5 months old son to SIDS in December 2002 and it has really been hard to pick up the pieces. I will fulfill all my obligations, and you will receive your puppies AKC papers and I really

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appreciate your patience. Please give a little more time and I'll get the late fees paid and have your papers to you. I am sorry for all the delay.

From: Dani Startt 4-18-03

I hope your family is healing well. I am checking, again, on Roscoe's paperwork. We are looking to enter him in some AKC approved Dachshund Field and Earthdog trials. We cannot do this without papers. Can you please give me an estimate as to when we can expect them? Should I call the AKC to help speed-up this process? Please let me know where you are with this.

From: Dani Startt 4-22-03

We purchased our puppy from you on August 18, with the assurance that you would be sending us the paperwork for his AKC certification. It is listed in his paperwork and on your website that your dogs are registered with AKC. We accepted the notion that you were behind in your paperwork and we waited a few months without having received papers before checking back with you. You had stated we should expect the papers in the mail within several weeks. We paid full price for a registered dog, and we would like to enter him in AKC performance competitions, but we cannot do so without his AKC number, which he does not have. This was the first week of March. I have been sympathetic for your loss, and I have allowed what I feel is enough time for you to comply with what your kennel advertises. I have contacted the AKC, and asked them for guidance in this situation. I also sought the advice of the Atlanta Dachshund Club and a lawyer. If we do not receive his paperwork within 30 days or receive proof that you have mailed his paperwork within ten days, that letter will be forthcoming.

Owning him for eight months and still not having his papers is causing us to change our opinion about your kennel. We have recommended your kennel to several people who have asked us where we purchased our beautiful dog. Most recently, however, at a show sponsored by the Atlanta Dachshund Club, we were unable to give such recommendations. Please reply to this e-mail by Friday, April 25, and let us know of your intentions.

From: Patti McCarty 4-23-03

I have mailed in the litter registration application, I have just not paid the fees. I had sent many litters in together and the AKC chose to add on the late fees and only processed the amount of litters the amount I sent covered. That left several litters with fees due, your being one of them. I didn't know this until I received the paper work stating this on Jan 20, 03. As I stated before we had a family emergency that took priority over all the paper work. I never stated that they would be to you in a few weeks. I do ask that you please be careful what you say and write for slander is a serious crime. I will mail the litter registration application fees this Friday; however it will take AKC about 2-3 weeks to acknowledge they have received them, and then it may take 3 weeks or more to process them. If you do not believe me please call AKC and ask them. They are putting in a new automated system and EVERYTHING is running behind. (919)233-9767. This is all I can offer, if you feel the need to proceed with other means then go ahead.

From: Dani Startt 6-18-03

Please understand that I have not said anything to anyone or written anything that would constitute slander. Instead, I simply have not been able to offer recommendations to your kennel. I don't want to fight over this, I **just** want to enter my dog in an AKC performance trial and I cannot do that. Summer is coming and we cannot do the activities with him that we would like to. When we purchased the dog on August 18th and you stated that you had not filed his papers. I did ask you how long it would be before we received them. You did state that it would be several weeks, not a few weeks which would imply 2-3, but several weeks, which would imply 4-6. This is why we waited about two months before we checked back with you. If you mail the

paperwork on the 25th and AKC acknowledges by May 16 (three weeks), and processes it by June 6th (three more weeks), then I assume I will receive my papers by June 15th. If I don't see my papers by mid June, I'll write back and check with you. Thank you for the information you have given me on the AKC. Is there anyway that you can send us a copy of what you mail out for Roscoe so that we can keep it for our records?

Dani Startt 6-16-2003

This is Dani Startt checking back about the AKC papers for Roscoe. According to what you said on April 24, "I will mail the litter registration application fees this Friday, however it will take AKC about 2-3 weeks to acknowledge they have received them, and then it may take 3 weeks or more to process them." the paper work should be done or nearly done by now. Can you please let me know where we are in this process Let me know if I can offer any help to expedite the process.

From: Dani Startt 6-18-03

I'm just checking back. Did you get my first message? Is there some way I can help you?

From: Dani Startt 6-19-03

Just checking back again. Are you getting my messages? Maybe I'll call or stop by. Please let me know when you get this.

From: Dani Startt 6-20-03

I have not received any response from you since April 23rd, when you agreed to mail in any late fees and paperwork on April 25th, 2003 needed to complete our dog's registration. I called AKC this week, and they confirmed that they did send you a letter on January 13th stating that you owed late fees. You did promise me that you would send out the paperwork/late fees on April 25th, and if you had done so, they certainly would have received them by now. When I called them, they did not mention any communication in regard to receiving the late fees. Based on this discussion with the AKC representative, I got the impression that you had not yet complied with their request from January.

I would like to know:

When was Roscoe's paperwork sent to AKC?

When did they acknowledge?

When did you received or do you expect to receive the returned paperwork?

When will I receive my paperwork?

Roscoe will be a year old in two weeks and is still unregistered. His paperwork should ready now, so I would like for you to please respond and tell me when I will be receiving it. I have offered you help in getting his papers three times now, and you have not accepted. I am frustrated that you have not so much as responded to me since late April. All I want is my dog's AKC papers. If I do not receive a response from you by Monday at 4:00 PM, I will be sending you a certified letter. Please reply to this e-mail or call us at 678-393-9110. I do not want this to escalate any further, but I will take further action if necessary. I feel that we have been sympathetic to your family's situation, and we have given you extra time. We have been, in my opinion, more than patient, and more than reasonable in our requests.