

Translation of Petland's First Response Letter

Petland's Response to Our Next BBB Reply (See Activity Report)

BBB Letter to Petland and Petland's Response Re Arbitration

BBB's letter (again) to Petland about Arbitration and Petland's Reply

Petland Knows the drill, refuse to do anything and demand case closure.

Seek and Ye Shall Receive..

The BBB's Last Act - Case Administratively Closed.

So, I called the good Mr. Patrick Devastey to see if I could glean some insight into this Administrative Closure. We had requested arbitration, we received nothing. And this is what Mr. Devastey told me. "The dog gained weight." It took a few moments for that all to sink in. We complained about Fraud and deliberate misrepresentation, we complained about the health of the puppy and subsequent problems, but mostly, we complained about fraud. But the vast dispute resolution specialist skills of Mr. Patrick Devastey, a man whom by his own admission, knows nothing about animal health, puppy mills, acceptable weight gain in puppies or how animals are transported, has deemed from a cursory glance at the **Records**, that since the puppy gained less than one third of what a healthy puppy at his age should gain, that there was no issue with Petland, Petland did nothing wrong and the BBB need take no further action. Good one BBB! Chalk up another win for Business. Oh, and with Mr. Devastey in charge of all future Petland cases in Central Texas, the practice of administratively closing cases due to shoddy replies and mediocre evidence, a proud tradition of the **Central Texas BBB's handling of Petland Georgetown Complaints** will go on. A business open less than a year. Way to go BBB! There are over **200 Petland Complaints** in the BBB's database.

Don't rely on the BBB. They have untrained, unqualified staff handling important matters and accepting the word of a company who won't even sign a name to a letter as gospel.

Oh, here's an **Amusing Warning from the BBB About Puppy Scams**. Kind of like the pot calling the kettle black if you ask me. So uh.. yeah, beware of puppy scams. Just don't call the BBB when you get snookered.

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