
German Shepherd Dog Federation of SA

Attention: To whom it may concern?

Ref. : *Deleted*

Date : 04.06.2010.

Dear Sir / Madam,

I decided to write this letter to inform you about a problem I have with the *deleted* Kennel owner *deleted*.

I know *deleted* for about 6 years, from the time when I bought my first puppy from her. Two years ago I bought another male puppy. We have had a very good relationship.

When we lost the first dog last year, I contact *deleted* about the possibility of buying another dog, a female long hair puppy. Luckily she had one and I decided to take her.

Few days before the puppy collection I received a phone call from *deleted* that she urgently needed a deposit of R1500. I did not have any problem with that and I did transaction into the account she gave to me on 19 November 2010. .

After few days we went to her place, we collected the puppy, gave her the rest of the money in cash.

Nobody checked the gender of puppy at her place assuming that is female what I was looking for.

Same afternoon whilst playing with "her" I discovered that is not female. Immediately I went back to *deleted's* place, I returned puppy and she gave me back cash money I gave to her earlier that day.

When we spoke about deposit, I suggested that she can keep it until next litter comes, because she was expecting one soon and I was happy with her long haired dogs.

Problems started when I told her on the beginning of March that I need my money back because she did not have puppy what I was looking for, and I started to look for it through your site and other breeders.

In mean time my daughter had car accident and I told her that I need money urgently for excess payment.

All last 3 months every time I managed to speak to her, she gave me different excuses. It was phone problem, she was waiting for the money from her 32 day bank account, she was on business in Durban and Cape Town. She said that she transferred money on Friday 07.May, but I did not received nothing, she ask for my banking details again, I send to her for fourth or fifth time and still nothing happened. She always understood my reasons but I still do not have my money back.

It is not easy for me to hold of her, because she is avoiding my calls and when I managed to speak to her it was from other phones which does not display my cell number (work land line, home land line, my wife's phone). She even gave me her new cell number *deleted* but only I

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can get is “The subscriber is not available”. For that reason I usually call her number *deleted* (what is also on your website), but I spoke to her few times only. Sometimes I left the message, but mostly I just gave up and put phone down. Few times I send e-mails.

Two weeks ago on 20.May she sends me attached e-mail, I send her my bank details again and again nothing happened. To be honest she newer said that she will not do refund, but after 3 months of promises, waiting for my own money and conversation I had with her on Saturday evening 29.May, I decided to write to you. Maybe you can help somehow.

I hold of her from my wife’s phone and after I asked her when she will do transfer, she verbally attacked me and insulted me, asking me why I calling her all the time; am I thinking that she is criminal and that she is not going to give me money back; that I am harassing her with my calls and so on.

I don’t know what is going on in her life because I never had problems with her in the past.

Only what I wanted from her is my money back and keeps good relationship as we had before.

That is basically chronologically what happened in past three months and I don’t know what else to say, only that I am very disappointed with everything what happened and still happening.

I did try everything in proper manner, without fighting and with understanding from her side that I need my money back. Obviously that is not case.

I feel that I have to tell that to somebody and you are the first one, because she belongs to Federation as registered breeder.

I hope that this letter will attract some attention.

Yours sincerely,

Branko Tovrloza