

From: [AGO CAP](#)  
To: [AGO - CAP](#)  
Subject: CAP Complaint  
Date: Wednesday, November 13, 2019 1:29:47 PM

---

The following CAP complaint was submitted:

<b>Your First Name</b>	Danielle
<b>Your Last Name</b>	Robinson
<b>Confirmation Number</b>	WB19-01109
<b>Your E-Mail Address</b>	[REDACTED]
<b>Your Daytime Phone</b>	[REDACTED]
<b>Daytime Phone Type</b>	Mobile
<b>I am a...</b>	Student [REDACTED]
<b>Your Mailing Address</b>	Justin Morrill Memorial Highway
<b>Your City</b>	Strafford
<b>Your State</b>	VT
<b>Your Zip Code</b>	05072
<b>Is your complaint about:</b>	Some other type of business
<b>Business Name or Person's First Name</b>	The Student Rescue Project
<b>Business Phone (1)</b>	802-356-2869
<b>Business E-Mail Address</b>	aimee@studentrescueproject.org
<b>Business Address</b>	101 Maple Street

<b>Business City</b>	White River Jct
<b>Business State</b>	VT
<b>Business Zip Code</b>	05001
<b>Description</b>	<p>I adopted Duke (a rescue puppy) from this rescue on October, 25th 2019. He came with no Transportation Health Certificate, and received no Veterinary Certificate of Inspection that this rescue said he would have upon adoption. 12 days after adopting Duke he had to be euthanized for acute liver failure. We have asked this rescue to return my adoption fee, and/or help cover some of the costs incurred with his medical care and they have not offered to do either. They knowingly sold me a puppy that was potentially sick and have not been able to prove otherwise. Duke (our puppies) sister also died 9 days after her adoption and 2 days before Duke had to be euthanized. There was something wrong with these puppies and I fully feel like it should not have been my financial responsibility to pay for his medical care.</p>
<b>Amount of loss:</b>	\$1438.00
<b>How would you like this matter to be resolved?</b>	A refund of my money and the medical expenses I incurred.
<b>Incident Date</b>	11/7/2019 12:00:00 AM