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My name is Dr. Ernest Slovon. I'm a past president of the Greater Baltimore Veterinary Medical Association and a current board member. I'm past owner of the Owings Mills Animal & Bird Hospital, founding veterinarian for The Owings Mills Veterinary Center and have been associated with Just Puppies in Towson for 18 years. In my 35 years of veterinary practice I have been doing pet store related work for most of that time. Changes in the pet store industry have resulted in better care for the animals sold. Specifically, for Just Puppies I visit the store weekly to examine and issue health certificates for all new healthy arrivals and pets whose health certificates are over 30 days old. I instruct the store staff on which pets need treatment before being sold and have found they follow my directions diligently. Once I leave the store, if any pets require my attention they bring the pet to my hospital for treatment. The stores formula for success is centered on genuine care for the pets and an honest and comprehensive approach to health care.

Along with their generous health guarantee they have cultivated strong veterinary relationships. Simply put, they back up what they sell. Any veterinary issues with the puppies after the sale are treated at the stores expense, per their guarantee. When I end my first visit with a new pet owner from just puppies I ask them a question, I tell them it is my job to make sure their pet is healthy so what should you do if there is a problem? And if they don't know the answer, I tell them, Call Me! I also see pets acquired from breeders, hobbyist, and the internet. These places are unregulated and generally offer limited (3-7 days) or no health guaranty. The pets from these sources are not required to have any veterinary care at all and often don't. After the sale the consumer has limited options if there is an issue. There lies the big difference between store bought pets, and pets secured from other sources. The model that Just Puppies uses provides a limited health guarantee against genetic and hereditary defects for 1 year and an initial 30 day bumper to bumper coverage. These provisions protect the consumer and go above and beyond what is required. Their success is due to their ethics, comprehensive preventive care and a strong veterinary relationship every step of the way coupled with unparalleled customer care after the sale. Limiting sales to only local animals limits the purchasers choices, and given a choice, the benefits of securing a pet from the store are tremendous compared with unregulated backyard and internet sales.

