

# Complaint Log

Petland Novi  
27200 Novi Rd  
Novi, MI

As of 12/12/14

Prepared by: Puppy Mill Awareness of SE Michigan

Complaint Year	Source	Compliant ID	Complaint Summary
2002	Puppy Mill Awareness	1	Allergies, digestive, leg issues, (too many to list per Barb)
2001	Pet Shop Puppies	2	Ear infections due to allergies.
		3	Diarrhea upon purchase; cancer at 5 years of age.
2003	Pet Shop Puppies	4	Stomach problems
		5	Luxating Patellas in both knees, arthritis in the hips. Surgery for knees is \$1200 per knee.
		6	Giardia, urinary tract infection
	Puppy Mill Awareness	7	Behavioral issues (biting). Putdown by owners
2004	Pet Shop Puppies	8	Respiratory problems, food allergies, and had to have a 2cm cyst removed from her belly when she was 6 mths. old.
		9	Demodectic mange, luxating patellas, hermivertebrae, probable tracheal collapse
2005	Pet Shop Puppies	10	Died from a brain tumor at age 5.
		11	Severe food allergies.
		12	Ear mites; kennel cough; UTI; crystals in urine
		13	Luxating Patella
	14	Kidney failure	
	Puppy Mill Awareness	15	Two blood transfusions. Undiagnosed problem.
2006	Michigan Department of Agriculture (MDA)	16	kennel cough and lungworms
		17	overcrowding and poor sanitation 1) Showroom Floor – Due to an unplanned increase in the number of puppies shipped there were some arguable crowding such as four pups in a 5 square foot cage and some larger puppies in small cages. The manager agreed the shift the dogs in question to larger spaces. Sanitation was adequate. 2) Isolation Room – Seven dogs were currently in isolation due to cough. Six were crowded with two to a 4 square foot cage. Two cages had been vacated before I arrived and the crowded dogs were be moved into those spaces. I counseled the manager on creating some flexibility in the isolation room with portable cages to avoid overcrowding in the future. Sanitation was found to be substandard in the isolation area.

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	Pet Shop Puppies	18	At age two, has persistent bouts with severe vomiting and diarrhea, every 4-6 months, sometimes requiring hospitalization. Eats prescription diet and possibly early stages of protein-wasting disease.
		19	Congenital megaesophagus
	Puppy Mill Awareness	20	Jaw misaligned, other issues, almost died.
2007	Pet Shop Puppies	21	Bloody diarrhea
		22	Diarrhea
	Puppy Mill Awareness	23	Health Problems
		24	Parvo died (1 of 2 puppies)
		25	Parvo died (1 of 2 puppies)
2008	ACO Complaint	26	Daschund puppy per caller looks sick.
		27	Check on welfare of Weim. Puppy/ per caller puppy very thin.
		28	Very skinny bulldog (Brindle with whit) in 1st row of cages.
	Michigan Department of Agriculture (MDA)	29	complaint regarded underweight condition of the dog
	Pet Shop Puppies	30	Breathing problems; allergies; bowed legs; luxating patellas, requiring surgery; severe underbite.
		31	Luxating patellas, requiring surgery 3 times
		32	Kennel cough.
		33	Coccidia
		34	Kennel cough
		35	Upper respiratory infection
	Puppy Mill Awareness	36	breathing problems, bowed legs requiring surgery, disfigured mouth
		37	lymphoma at the age of 4. Died
	Yelp	38	Multiple episodes of giardia.
	Yellow Pages Review	39	He kept changing the price of the dog
		40	many medical problems, transferred to other dogs in the home. Lots of medical bills.
2009	Complaints.com	41	Rudely treated by manager for exchanging personal information with another customer. Yelled at in hallway.
	Media & Ripoff Report	42	Kennel Cough - Died
	Media, Puppy Mill Awareness, Yelp & Ripoff Report	43	Pneumonia, almost died, parasites, kennel cough
	Online	44	Upper respiratory infection
	Pet Shop Puppies	45	Recurring kennel cough; intestinal parasites.
		46	Seizures, regurgitation, luxating patellas; severe URI. Pet store will not provide information on breeder.
		47	Treated for URI while in pet store; giardia when purchased, requiring hospitalization for 3 days and puppy still being force fed by owner. Update 6/17/09: Kennel Cough and Coccidia
	Puppy Mill Awareness	48	Coccidia

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		49	Health Issues.
2010	Google Reviews	50	Came with a cold, developed bacterial infection, turned into bronchitis
	Pet Shop Puppies	51	Underweight; misaligned teeth.
	Puppy Mill Awareness	52	Yeast infection in either 1 or both ears, giardia.
		53	Died
2011	Google Reviews	54	Bacterial infections and parasites. Gave puppy away.
	Pet Shop Puppies	55	Kennel cough
		56	Respiratory problems, food allergies, and had to have a 2cm cyst removed from her belly when she was 6 mths. old.
		57	Kennel cough
	Puppy Mill Awareness	58	chronic kennel cough going on for months
		59	Died of Liver Disease, Kennel Cough, Skinny
		60	Respiratory infection, heart problems, kennel cough, diarrhea,
		61	Diarrhea
		62	Kennel Cough, Back Problems
		63	Parasites (diarrhea and throwing up)
		64	Very sick, surrendered to vet.
	Ripoff Report	65	Giardia
	2012	Google Reviews	66
Puppy Mill Awareness		67	All three of my dogs have various health issues
		68	dietary problems.
		69	Food Allergies. Almost died. Worms
		70	Throwing up, runny nose
		71	kennel cough, coccidia and giardia
		72	Bladder infections & bowed legs
		73	Allergies. Still on benadryl at age 7. Developed growths at age 7 under skin, normally associated with old age.
		74	Aggressive. Returned
		75	Heart Murmur
		76	Parasites
Ripoff Report		77	Health Issues
		78	Liver Shunt, coccidia and giardia
2012 Total			79
2013	Puppy Mill Awareness	80	Variety of illnesses. Brain Tumor. Died at age 5.
		81	Vet Select employee:

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	Puppy Mill Awareness & Yelp	82	several genetic issues have occurred 1) he herniated a disc in his back, but without any incident 2) he is allergic to everything. He is now prescribed a prescription dog food & allergy tests have been conducted. 3)he developed bladder stones which required surgical removal 4) he has two rows of bottom teeth & bowed legs. He often gets ear & eye infections.
	Yelp Reviews	83	the cages were full of dogs, too full in my opinion. I was in the store for 7 minutes and not ONCE did an employee even acknowledge me. Many of the cages had feces under the cage grates as well as laying on the grates themselves.
	Media, Ripoff Report	84	Epileptic Puppy, Seizures
2014	Google Reviews	85	half dead. lethargic, cold, and his glucose was critically low.
		86	They purchase their dogs from puppy mills with hundreds of dogs in terrible conditions. (check out "Petland Novi Boycott" on Facebook. They have pictures of Petland Novi's actual breeders.) The vet they work with included in their sales contracts push off all health issues as normal and mark Petland as not at fault, when Petland uses faulty unhealthy breeders in the first place. When I have entered their store numerous times their puppies are always lethargic and sleeping in their own urine and feces on hard metal cages.
		87	hernia, and a surgery,
		88	Thyroid issues, then died from heart failure at 8 years old.
		89	euthanized due to serious anxiety and aggression problems, and the other has acquired numerous health issues.
		90	I located my dogs "so called excellent quality breeder" to find out he ran a puppy mill. He had the balls to send me pictures of the Mom and Dad whom were stacked up in cages!
	Puppy Mill Awareness	91	Seizures, mange and upper respiratory. Took a year to get him healthy
		92	Kennel cough, ear mites and my maltese has lactating patellas when she has already had one operation. I also tracked down my maltese's breeder she came from Missouri, in which she was charging \$400.00 to ship the puppies and I paid \$2,200 for her, all profit for Petland. Her breeder would no longer speak to me once I told her exactly why I was calling, (when my dog had her first operation). My yorkie did and does have separation anxiety although not as bad any time he is separated from my other dog. He's also not sure of new people still to this day. My yorkie is actually 7 yrs, his intestines also became inflamed last yr and we spent about \$4000 for his operation, other vet costs, there was no real cause that the vet could tell except that it was unusual. I would be happy to just get pet land closed down, or be a part in it,
		93	We purchased a Rottweiler. They gave us his papers that showed he was from a puppy mill in Missouri. He came to us with giardia and coccidia. We spent hundreds on him for two years before he tested negative. To this day he is on special food. The giardia left him with permanent intestinal problems. He was from a puppy mill which has since been closed....but relocated under another name to another state.
		94	snot all down his nose.

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		95	Perthis disease. Surgery removing the top of the leg bone from the hip. Her leg know longer attached to her skeleton.
		96	Giardia, kennel cough, pneumonia and nearly died.
		97	Stints in his larynx
		98	Health issues. Died at age 7
		99	Respiratory infection
		100	Bone spurs and arthritis within 6 months of purchase. Genetic issue. Surgery required. Medication and injections the rest of her life!
		101	The Place is infected with the PARASITE 'GIARDIA.' Giardia is extremely contagious both to other animals and people can also be infected. It is extremely hard to get rid of in the animal, and any facility that had a dog infected with this parasite needs to be totally disinfected. I bought a 3-1/2 month old Cavachon there on 8/25/14 and she is still infected with this parasite and still has to go through two more rounds of treatments, and that still may not kill it because they keep reinfected themselves. I also have two other dogs, and from what I've been researching, they most likely have it too now. My research also indicated that my home should be totally disinfected, I should only handle her with gloves, and something about this parasite is also contagious through their hair or fur. My research indicated that until she proves negative for the parasite, she should be totally quaranteed (in other words caged) until she is negative of the parasite. Since she is starting two new rounds, we're talking two months. She will be 6 months old on Nov. 4th. How can you do this to a puppy who has been a part of your family? This parasite is also very hard to detect
		102	Cats in deplorable conditions in back room.
		103	Sick the day after I got her. Still has seizures at 14 years old
			Yelp Reviews

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		105	<p>We bought a Bi Black Sheltie from Petland about 15 years ago. Shadow ended up biting a neighbors Son ,Thank goodness Michigan has a 1 freebie bite law, he then went on to develop Thyroid issues. At the ripe old age of 8 years old, he died due to heart failure. I now own a 10 year old rescued Sheltie who is as healthy as a horse! Walking by Petland makes me sick. No reputable, responsible dog breeder sells their puppies to a pet store.</p>
		106	<p>I walked into this place while in town visiting my aunt a couple weeks ago, and the conditions these animals live in are just sad! Too many animals in one cage, dirty cages and they have awful customer service. When I asked the employees where the puppies came from the said they would not tell me unless I expressed a serious interest in a specific puppy. Today Petland showed up in my Facebook newsfeed and I asked again "where do you get your puppies from?" Rather than answering (which they would probably do if the puppies came from an ethical source.) they deleted my comment and blocked me from the page.</p> <p>I assume that the owner will do everything in his power to get this comment deleted from Yelp, in order to yet again avoid answering my question. I would urge potential pet owners to take this ethical violation as a sign that the owners of this business are clearly hiding something and to not support their shady business practices!</p>
		107	<p>I've been to this store three times. The first time I went in, I was fully expecting to adopt a puppy. I found a Min Pin I really liked but it took like 15 minutes to get any sort of service. Even after I asked for help, I was waiting for a while for somebody to come. Upon playing with the dog for a while, I liked her and inquired about a price. \$1,500 or so because she was a "rare" coloring. Mhmm. There were 2 other breeders in the area at the time that had similar puppies for \$700. I wasn't paying that. Second visit, once again, I ran into huge problems with being ignored. I had waited 30 minutes to talk to a worker about a dog and was sick of waiting around, so I left. My third time in was my last. This time, I asked where they got their dogs from (very innocently as well), and I got a SUPER rude response. This, actually, is what made me look into it. Because they were SO defensive and rude, I did research online and found out they're a confirmed puppy mill buyer. On ASPCA's website, it was reported as a store that buys from puppy mills and there were photos of one of the puppy mills that they buy from. There were several websites from reliabl</p>

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		108	We purchased a puppy from Petland this past Christmas. On New Years eve instead of celebrating, we spent the night at the Animal Hospital because our puppy was shaking, having trouble breathing, and incredibly lethargic. This was 4 days after financing a 3,000 dollar 12 week old puppy. The doctor had told us she has an extreme case of pneumonia which is caused by kennel cough. Kennel cough is common in kennels-however-if its ignored it can turn into pneumonia. There were days where I thought our puppy was going to pass away she was so sick. My boyfriend and I spent our days at work calling Petland and trying to get some answers. They were very quick to offer us to bring her back. We didn't purchase a watch, she was part of our family now. After numerous weeks of calling the store and trying to get help they offered a few vet visits (which already came with our puppy package) and a refund of a vet hospital visit. After spending thousands of dollars on a dog that we believed to be a healthy regular puppy all we wanted was some apologies, and for them to truly show their concern. We did not do our research

Complaint Year	# of Complaints
2001	2
2002	1
2003	4
2004	2
2005	6
2006	5
2007	5
2008	15
2009	9
2010	3
2011	13
2012	13
2013	6
2014	24
	108