



Plans

1 message

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Mon, Jun 19, 2023 at 8:03 AM

Hi,

First, let me apologize for being so out of pocket. I have had lots of emergencies and I have had the flu which turned into pneumonia. Today is the first day I have come up for air.

In addition to being sick, we have had two employees resign from the farm due to illness and a move. We switched vets from our 17 year long relationship with our long standing vet due to some misdiagnoses among other issues, and we are currently faced with a life decision for Dexter, our first ever Lagotto. We also, and this is one of the bigger issues, had a girl resorb her litter and Gladiator had emergency surgery to be neutered after a prostate inflammation. I just need to give space to be transparent about how hard the last few weeks have been. When it rains it pours.

We have to share some news that is hard, but necessary for our family, business, and finances. I apologize for the additional vagueness of my communication lately as I really just didn't know a lot of info other than when we were slated to do temp testing. Temp testing did go not as planned with the outcomes and we are readjusting our breeding program accordingly. In order to move forward we have some tough breeding decisions to make. Additionally, and perhaps most sad is that we had to do an emergency neuter on Gladiator. When he missed a couple of girls who did not test pregnant, not including the girl who resorbed her litter as she was not bred to Gladiator, we investigated and found some very concerning lab levels. Within 48 hours of this he had some very concerning swelling and we rushed him for surgery. This of course is a devastating set back. We do have his sons but it did not help us in the moment with litters expected.

Also recently, we had a disgruntled individuals who ended up doing a chargeback– the person sent their dog back to us because of their life change did not feel they should follow the contract and another cancelled their puppy contract a few days before pickup due to a health crisis and didn't feel they should follow the contract either. Their chargebacks were approved and those funds came out of our account despite having contracts in place that outlined charges and refunds and police reports for two of them. This led to a series of very difficult financial issues for our business and family with operating expenses and payroll impacted. This snowball couldn't come at worse time for us with our son's graduation and final tuition payment, my husband's job loss of his contract work due to downsizing, the expenses for everything in our businesses going up significantly (for example dog food (\$47 to \$79/bag; vet visits are double, our labor costs to keep good staff are double pre covid, etc.) And I am not complaining but with no way to increase our revenue since our puppy prices were contracted well before the economy issues and inflation, we are stuck in a hard place. When our clients pay us, we pay ourselves and despite having an emergency fund, we don't 'escrow' our pay from client payments...much like you receiving a paycheck from your employer, we pay ourselves to live and pay living expenses.

We have had litters as you know, but Pongo is producing more high strung puppies than we researched and thought he would. He is also producing more white/orange and orange as those colors are genetically dominant.

To this end, I cannot fulfill your contract until this late summer/fall. I understand the disappointment under the circumstances. I have been over and over the situation trying to come up with different solutions and have even sat down with my mentor, our local personal banker, our accountant, and a financial services friend. If you cannot wait until late summer (due in August) or fall, I can refund your contract entirely as my father is helping us dig out.

Please let me know of any questions you might have and how you want to proceed. I am truly sorry. We are trying to do our best and move forward soundly. We want to do right by you and are committed to this.

We would like to chat asap. Dexter, our oldest and original Lagotto is having some health issues and we almost thought we were going to lose him this weekend so be patient while we find time to chat.

Sincerely,

Robert and Sonia