



Arizona Goldens LLC
Service Dogs Helping Others Improve Their Lives
Phone (480) 205-6810 www.AzGoldensLLC.com
P.O. Box 40776 Mesa, AZ 85274-0776

AZG Donor FAQ

Thank you very much for considering donating to help an individual receive their service dog from Arizona Goldens LLC. Your contribution will help a client increase their independence and drastically change their life for the better through the use of one of our service dogs.

Here is some of the **Frequently Asked Questions** about Donating on behalf of a client:

How do I make a Donation?

The easiest way to donate to a client is directly to the client or through their website fundraising site. Many of our current clients that are fundraising are on the sponsorship page of our website www.AzGoldensLLC.com. If you feel uncomfortable sending the donation directly to the client or to preserve anonymity, donations can be made directly to the client's AZG account but there is additional paperwork that needs to be filled out to process the donation. Please call (480) 205-6810 or email us at AzGoldensLLC@gmail.com and we will send you the necessary forms.

Can I Donate Directly to AZG?

We really appreciate all the help you can give. Although your donation may or may not be tax deductible (see below), any general donations to AZG will go towards reducing the overall costs of the service dogs to all clients or to help more clients. To donate this way you can [CLICK HERE TO DONATE](#)

Are you a 501(c)(3) charity and is my donation tax deductible?

It may, or may not be tax deductible. We are **not** a 501(c)(3) charity that automatically gives you a tax deduction. We highly suggest if a tax deduction is a concern for you, please contact your tax professional to answer any questions you may have about your personal financial situation.

What is Boot Camp?

Boot camp refers to the time where our clients receive the service dog that has been trained to meet their specific needs. This is a 9+ day process that involves educating the client on the best ways to work with their new service dog, care for the dog, work through challenging situations, and exposure to common environmental situations. This process also prepares our clients with all the necessary information to pass all required testing and milestones. It is a very time intensive process and requires a significant amount of work for the client.





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What is Boot Camp? Continued...

For more detailed information on the placement process itself you can refer to information on our website at www.AzGoldensLLC.com

What happens if the individual I donate to does not pass boot camp? Do I get my donation back?

As per initial application and contract, each client is required to pass all tests, milestones, and staff instructions with a score of 90% or better to graduate boot camp and be placed with a service dog. Out of the hundreds of clients worked with in over 11+ years AZG has operated, only 4 clients have failed to pass all the required tests or milestones; one of which failed because they purposely and permanently injured the dog during the boot camp process. Although it is exceedingly rare, it is possible. If a client does fail to meet the minimum requirements set out by our program, industry requirements & guidelines, Federal & International standards, our insurance requirements, along with AZG requirements or contracts, then they will not receive a service dog.

As for any donated funds, you need to contact and deal with the client directly. As per disclosures, policies, and contracts, AZG and or its staff is not responsible to deal with or notify donors in the case of a refund situations. Once we start working for each client and preparing a service dog directly for their needs prior to Boot Camp, we do incur unrecoverable expenses that cannot be refunded to the client or donor/grant making organization. Since we custom train the service dog for the client's specific disability, **In most cases a 100% refund is not possible.**

Please refer to our Refund Policy located [HERE](#) for more information on the formula for the amount that would get refunded if the client does not pass and the applicable processes.

If you donate directly to a client, please contact them directly with your concerns. Due to several Federal Laws, contracts, and other stipulations, we cannot answer your questions nor issue any pro-rated refunds directly to you. Details are in the donation documents you signed or disclosed to you when making the donation. Please refer to the

Any funds donated directly to the individual's AZG account instead of to the client will be pro-rated according to the formula located on the AZG refund policy in place at the time the client signed their contracts with AZG. Any refunds can only be processed if the client themselves has submitted the appropriate refund request in writing to AZG. If the client has not requested a refund, AZG would suggest the donor contact the client directly to start that process. Keep in mind, depending on the stage of the process, there may be no refund available.





Arizona Golden retrievers LLC

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What ways can I donate?

We can accept cash, personal check, money order, or credit/debit card. For the credit & debit transactions, there is a processing fee that will be charged for those types of donations (typically around 3.5% of the amount).

For cash donations, money orders, or deposits that are in excess of \$10,000 there will be additional IRS forms such as the IRS/FinCEN form 8300 and other that will have to be filled out prior to accepting those types of donations.

Also our AZG Granting Organization & Donor Sheet will have to be filled out and faxed to 1 (866) 674-3186 prior to accepting any donations or grants directly to the client's AZG account.

How do I know how boot camp is going?

For most of our clients, we post daily updates and pictures on our Facebook Page located at:

<http://www.facebook.com/azgoldensllc>

For some clients, due to personal circumstances that could result in security issues, we may not be able to provide updates or any HIPAA protected information. If you have any questions or concerns you can contact our Manager directly at:

Brian Daugherty, Manager
Arizona Golden LLC
Phone: (480) 205-6810

