welcome to

NEWMOONDOLL

Dear NEWMOONDOLL Family,
Thank you for trusting and loving NEWMOONDOLL.
We are committed to raising healthy, affectionate, and well-adjusted kittens while providing every family with professional and compassionate support.
From this moment on, we are honored to accompany you in welcoming your new family member.

With love
NEWMOONDOLL Team

After Your Reservation

OUR PROCESS & YOUR NEXT STEPS

Thank you for reserving your kitten! Our experienced team coordinates daily care, veterinary appointments, grooming and pickup arrangements for families with different schedules.

01



Customer Support

1:00 – 5:00 PM PT daily

Please contact us during our daily support hours for questions or assistance, before or after pickup. We review and respond to messages during this window as our care and hospital schedules allow.

02



Photo & Video Updates

During your reservation, we typically send new photos or videos every two weeks. Kittens change gradually, and our team continues caring for them daily between updates.

03



Action Required

PLEASE REPLY TO US

- Complete the Parent Information Form on the next page.
- Please confirm whether you would like any optional tests, even if none are needed. Optional tests are available at an additional cost (e.g. FIV/FeLV, fecal test, etc.).

04



Veterinary Check & Health Report

Before going home, we will take your kitten to the vet for a full health check and create medical records. The check includes overall health, including recovery from spay/neuter surgery. We will send you the veterinary health report after the visit.

05



Shopping List & Website Policies & Q&A

Please review the attached Shopping List before pickup. Existing cat owners can use supplies they already have; first-time owners can follow our recommendations. Our website is available anytime. The Policy page explains reservations, health guarantees and insurance information. The Q&A page covers feeding, kitten care, settling in and common questions.

06



Complimentary Pet Insurance

After we send you the veterinary health report, you can activate your complimentary first-month pet insurance yourself. Contact the insurer directly for coverage, effective dates, exclusions and policy terms; the offer covers the first month only.

Thank you for helping us keep every reservation organized.

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www.newmoondoll.com



Parent Information Form

To complete health records at the veterinary hospital please fill out the following:

- Parent’s Full Name:
- Phone Number:
- Email Address:
- Home Address:
- Kitten’s New Name:

This information is for hospital documentationonly and will be kept strictly confidential.(Please proactively share this form with us

We love sharing your kitten’s journey — during the preparation period, photo and video updates are typically shared every two weeks so you can watch your little one grow.

Medical Care Standards

Each kitten from NEWMOONDOLL is
thoroughly prepared with the
following medical care before going to their new home:

- 3 FVRCP vaccinations
- 1 rabies vaccination
- 1Licensed Veterinary Health Examination
- Microchip implantation
- Spay/neuter surgery
- Internal Deworming
- External Deworming
- TICA registration certificate
- 30-day free Trupanion pet insurance
  (if you prefer a different ,We also support your preferred insurance provider)
- Official Hospital-Issued Medical Documentation

· **All testing is done by independent third-party hospitals, with printed reports issuedby the veterinary provider.**

· Health reports include both **written results** and **vet video summaries,** available for re-view anytime.

· For long-distance families, we assist with the vet visit and provide **a full video rep-ort** or **live Facetime check.**

· If, during the veterinary examination prior to placement, a **licensed veterinarian** determines that a kitten is not suitable to join a new home at that time Newmoondoll may offer a **replacement option in accordance with the official agreement** to ensure the family's **rights and peace of mind**, professional, and cooperative wayto give your kitten a calm, healthy, and confident start

All original documents will be provided to you at the time of pickup

Aftercare & Health Guarantee

**At NEWMOONDOLL, we understand how deeply you love your kitten.
That's why we stand behind every baby
we send home - with profes-sional third-party vet screening
and transparent medical guarantees.
This medical guarantee covers the following:**

● Genetic diseases (HCM/PKD) — 5 Years

- All breeding cats are DNA-tested. HCM and PKD are dominant genes, and our kittens are guaranteed **not to carry there dominant genes.**
- If a kitten is later medically confirmed to have one of these genetic conditions, we will assist you in resolving the situation and provide a replacement plan.

● FIP (Feline Infectious Peritonitis) — 30 Days

Although there is currently no 100% conclusive global test for FIP, we are committed to taking responsibility for every kitten:

- If the kitten is **diagnosed and passes away from FIP within 30 days** after the agreement issigned, we will offer a **free replacement kitten ofequal quality (spayed/neutered).**
- If FIP is **diagnosed and leads to death after 30 days,** you wilreceive **priority adoption at a discounted rate.**

Required documents:

blood test results, a certified vet diagnosis, and full medical records.
NEWMOONDOLL reserves the right to further assess the case.

● Feline Panleukopenia (FPV) - 30 Days

- FPV is a highly contagious and acute viral illness, with an incubation period typically ranging from **2 to 9 days.**
- If your kitten is diagnosed with FPV within **30 Days** of adoption, we will provide **a free replacement kitten of equal quality.**

● FeLV / FIV - 30 Days

- Feline Leukemia (FeLV) and Feline Immunodeficiency Virus (FIV) are primarily transmitted through bites, saliva, or blood.
- If the kitten is diagnosed with FeLV or FPV within **30 days**, we will provide **a free replacement kitten of the same quality.**

Please Note:

- All guarantees require that the family follows our **recommended checkup timelines** and provides **official hospital documentation.**
- Any replacements or compensations must follow the terms outl-ined in the official agreement.
- We are always here to support you. If you ever encounter challenges, please don't hesitate to reach out - we are here to walk this journey with you.

About Feline Upper Respiratory Infection (URI)

After in-depth research with multiple licensed veterinarians and professional literature, NEWMOONDOLL has established the following transparent aftercare policy regarding Upper Respiratory Infections (URI):

Upper respiratory issues are one of the most common health challenges for kittens.
For young kittens, this is often a natural part of the growth and adaptation process.

Many things are beyond human control. Under real-life conditions, achieving a state of "completely virus-free" or "completely bacteria-free" is nearly impossible — We do not live in a perfectly sterile, idealized environment.

At NEWMOONDOLL, we always approach kitten health with the utmost care and responsibility.
We acknowledge that kittens may carry viruses or bacteria related to upper respiratory infections.
This is not a result of negligence, but a reflection of our respect for the real-world environment and the natural growth patterns of young kittens..

AFTER ARRIVING AT THEIR NEW HOME, KITTENS MAY EXPERIENCE...
It is unrealistic to expect that a kitten will "never get sick" after arriving home.
Growth is a journey full of changes.
A kitten' s adaptation process is often influenced by multiple factors, including age, environmental changes, and stress.
Understanding the natural possibilities of such occurrences is part of caring for life —
and part of the love and responsibility every parent gives during companionship.

NEWMOONDOLL Aftercare Health Guarantee:

Our commitment to kitten health is always sincere and specific, and we always act through concrete, real-life efforts.
At the same time, we hope to clearly define reasonable boundaries of responsibility for health care.

Health status we ensure:

- Kitten is in good health at handover, with no visible respiratory symptoms
- Has completed core vaccinations, blood tests, and multiple rounds of health evaluations
- Full medical reports and transparent records are provided

Within 30 days after pickup, if flu-like symptoms appear, we will offer:

- Prompt responses to health inquiries
- Professional care advice and treatment guidance
- If needed, free delivery of supportive supplements to help the kitten adjust to the new environment
- If needed, we can accept temporary return of the kitten to our cattery for care. Once fully recovered and confirmed by a follow-up vet check, the kitten can be picked up again by the family.

Gentle Reminder | About PetInsurance

We recommend that families prepare pet insurance in advance, to provide peace of mind in case of unexpected situations
*NEWMOONDOLL provides every kitten with a complimentary 30-day pet insurance plan from Trupanion
*Of course, you are also free to choose other suitable insurance plans based on your own nee.

The following are common triggers in a new environment:

· Vaccines ≠ 100% protection

Core vaccines (FVRCP) help prevent severe illness, but for herpesvirus, calicivirus, mycoplasma, and chlamydia, they can only alleviate symptoms — they do not completely prevent infection.

FVRCP includes	
– Feline Herpesvirus (FHV-1)	Vaccination is an important tool for reducing risk, but it must be paired with a good environment and proper care.
– Feline Calicivirus (FCV)	
– Feline Panleukopenia Virus (FPV)	

· Immune system not yet fully developed

Most kittens do not have a mature immune system until 4–6 months of age.

· Stress responses can activate latent viruses

Kittens entering a new home go through a stress period, during which their immunity may temporarily drop.
Stressors like moving, transportation, and new environments may trigger viruses in the incubation phase or expose them to new pathogens.

· Temperature fluctuations have a significant impact

Kittens are much more sensitive to cold than adult cats!
They need a warmer, more stable environment to help their bodies adjust. (The cattery keeps the temperature between 76–80°F.)

At home, we recommend placing your kitten in a quiet , warm, and sunny room. The temperature can be slightly higher (76–80°F) at first, and adjusted gradually once the kitten has adapted.
·Prepare a cozy bed or blanket to help them through the transition.
·In summer: avoid direct cold air from air conditioning and prevent sudden temperature changes.



During this key adjustment period, your care is the best protection!
Growth is never a smooth journey.
"Prevention" is always better than cure.
During this transitional phase, your patience, scientific care, and gentle companionship will be the greatest support for your kitten's healthy development.

Payment Process

To ensure transparency and peace of mind, the adoption fee is completed in two stages:

1. First Payment – After Medical Completion

Once the kitten has completed all medical preparations, including hospital **reports** and **video documentation**,and is confirmed to be healthy and ready for their new home:

- **You will be asked to pay 50% of the remaining balance.**
- If the hospital determines the kitten is temporarily not fit for adoption, we will help you select another suitable kitten.

2. Second Payment – On Adoption Day

On the day of pickup:

- You will accompany the kitten to a third-party hospital (selected by us) for a final in-person checkup.
- After the vet **confirms the kitten's health face-to-face**,you will complete the **remaining balance**



Pickup Preparation Checklist

Please have the following items ready before bringing your kitten home:

Large litter box & litter

Kibble

(Nulo / Orijen recommended)

Food & water bowls

(ceramic or stainless steel preferred)

Cat carrier

(breathable, sturdy, suitable for short trips)

Safe enclosed space

(a small room or playpen recommended)

Toys & scratchers

Cleaning supplies

(toothbrush, cat-safe toothpaste)

A complete checklist is available at:
www.newmoondoll.com/faq QA

Gentle Reminder:
In the early days after arriving home, it's best to follow the cattery's recommendations to help your kitten feel safe and secure. As your kitten grows andadapts to your family routine, you may **gradually adjust** and customize the setup to suit their needs and your lifestyle.

Hospital Pickup Process

To ensure a transparent, professional, and smooth transition, pickup day is structured into the following steps:

Pickup Day Procedure:

1. Document Verification

Before the official handover, we will:

- Review all medical records and documentation
- Confirm vaccination records, spay/neuter confirmation, and microchip information
- Ensure all hospital-issued documents are complete and provided to the family

This step ensures clarity and documentation accuracy prior to transition.

2. Agreement Confirmation & Signing

- Review and confirm the official adoption agreement
- Complete required documentation
- Finalize the transition confirmation

All terms are governed by the official adoption agreement.

3. Final Handover & Care Guidance

- Experienced cat owners may proceed with final pickup once documentation is completed
- First-time owners will receive basic care guidance and transition recommendations

Our goal is to ensure each kitten transitions calmly and confidently into their new home.



Hospital Health Re-Examination (Community Support Option)

For families who choose to support and share our program prior to pickup, we offer a complimentary second veterinary health re-evaluation.

This optional benefit includes:

- Parent accompanying the kitten into the licensed animal hospital
- Direct consultation with the veterinarian
- A basic health re-evaluation conducted by the hospital
- An official written medical report issued by the hospital

Families who do not participate in this option may proceed with the standard pickup process.

Pet Insurance Guide

· Gentle Reminder | About Pet Insurance

Caring for a kitten means embracing both the joy and the unpredictability of raising a **living companion.**
Because kittens are living animals, their health may naturally fluctuate as their bodies respond to changes in **weather, environment, stress, or routine.**

No one can guarantee that a living animal will never become ill — this is simply a natural part of caring for real life.

For this reason, we encourage families to prepare pet insurance early, to ensure peace of mind and timely medical support when unexpected situations arise.

· Why Pet Insurance Matters

Veterinary care in the U.S. can be expensive, and insurance allows families to make confident decisions during emergencies.

Common natural triggers for health fluctuations include:
· Environmental & temperature changes
· Stress during transition
· Developing immune system (not fully mature until 6–12 months)
· Exposure to new bacteria or viruses
· **Other unpredictable or uncontrollable factors**

In addition, every household has different care routines, environments, and levels of experience. Naturally, each kitten may respond and adapt differently based on the home and lifestyle they enter.

Insurance provides stability and protection during these real-life situations.

· Your Complimentary First Month

Coverage will not apply until the plan is activated by the family.
Every NEWMOONDOLL kitten comes with a **one-month complimentary pet insurance plan.**
Please remember to **activate it promptly,** as coverage only begins after activation.

This first month provides essential protection while your kitten adjusts to the new environment.

· Recommended Long-Term Insurance Providers

After the complimentary month, many families choose long-term plans such as:
· Trupanion · PetsBest · Pumpkin · Lemonade

You are welcome to select any provider and coverage level that best fits your family's needs.

· Information for Insurance Application

We have prepared everything you need to ensure your insurance application is smooth and complete.

Hospital Information	Kitten's Medical Information
Petcare Animal Hospital Dr. Jeffrey Wang, DVM, MPH Tel: (626) 401-0988 Email: LAPetcareAH@gmail.com Address: 3417 Tyler Ave., El Monte, CA 91731	Your kitten's health examination video already includes: · Medical results · Hospital details · Kitten's ID / medical record information

You may also request your kitten's full medical file directly from the hospital, as they maintain complete records for e very patient.

In addition, the white folder provided by NEWMOONDOLL includes printed hospital information for your convenience.

· Everything You Need Is Already Provided

All information commonly required for insurance applications is already included in:
· Today's health examination video
· The white information folder
· The medical report
· And can be re-issued by the hospital upon request

These materials may be submitted directly when applying for insurance.

· Growing Together with Understanding

A kitten's journey is full of growth and change.
With your gentle care, thoughtful preparation, and reliable insurance, your baby will have the safest and healthiest start.

NEWMOONDOLL will always be here to support you — every step of the way.

Optional Additional Test

We offer the following optional veterinary tests for families who wish to perform additional screenings

All items are voluntary and charged according to actual hospital pricing.

If you have specific test requests,we'll gladly assist in coordinating with the hospital.

Test	Description	Price (approx)
HCM / DNA Testing	Screen for hypertrophic cardiomyopathy genes (takes 20 business days)	$100
Official Health Certificate	For domestic/international travel clearance	$170 (intl) $72 (domestic)
Fecal Test	Check for parasites, gut health	$58
FeLV / FIV Test	Leukemia & Feline AIDS screening	$75
CBC blood Test	Complete blood count	$100
Vaccine antibody Titer	Check antibody levels after vaccination	$300
Ultrasound	Heart/abdomen scan (by appointment)	$720
TICA Pedigree	3-generation pedigree 5-generation pedigree	$35/$60
Health Exam	General physical examination conducted by a licensed veterinarian	$68
Comprehensive Blood Test	Complete blood panel including liver and kidney function screening	$150

Note:

If you have additional test requests, feel free to contact us in advance we're happy to assist in making arrangement

Important 72-Hour Health Check Reminder

I. Our Commitment & What We Have Completed

(Above Industry Standard)

Before going to the new home, your kitten has completed **multiple rounds and multiple types of health checks** at a **third-party professional veterinary clinic**, including:

- **In-person clinical examinations**
- **Blood testing (comprehensive blood test)**
- **Face-to-face professional evaluation by a licensed veterinarian**

All official medical records and documentation have been fully provided to you.

II. Family Responsibility

(Standard Practice in the U.S.)

In the United States, **all reputable catteries require** that families take their kitten to their **own trusted veterinarian within 72 hours of pickup** for a general health examination.
This step is an **essential part of responsible pet ownership** and helps ensure **continuity of medical care**.

III. Why the 72-Hour Check Is Important

(Early Medical Alignment)

Completing the veterinary check within the **72-hour window** allows **both veterinary clinics to establish records and communicate medically from the very beginning**, so all care decisions are based on **professional veterinary judgment,** rather than personal interpretation or subjective opinions.
All health-related determinations are made solely by licensed veterinarians, not by breeders or owners.

Note: This early alignment helps ensure **more professional and efficient communication** if any questions arise. Both the family and the cattery rely **exclusively on the professional recommendations of licensed veterinarians.**As a general medical principle, conclusions should be supported by **more than one veterinary professional.** In special cases, or when opinions differ, **a third independent clinic or relevant specialist** may be consulted. **Medical decisions should not be based on a single, one-sided opinion.**

IV. Please Note

(Industry Standards & Responsibility Boundary)

1. No examination within 72 hours:
If no veterinary examination is completed within the **72-hour window**, the kitten is considered **healthy at the time of transfer**, and related health review or follow-up requests may **no longer fall within the transfer health review period.**

2. After 72 hours:
Any observations or conditions arising **after the 72-hour period** are considered part of **routine care** or the kitten's normal adjustment to a new environment.This reflects the **natural medical and biological characteristics of live animals,** which are fundamentally different from **inanimate products,** and does **not fall under the transfer health review process.**

Health is a shared journey, not a matter of blame or fault. Our role is to provide the **healthiest possible start** through **comprehensive, standardized medical care**.Your role is to **continue that care with confidence, attentiveness, and appropriate veterinary support at home.**



Thank you for working with us in a **clear, professional, and cooperative way** to give your kitten **a calm, healthy, and confident start.**

Newmoondoll

Further Reading | Cat Care & FAQs

To help you feel more confident in caring for your kitten, we've prepared a comprehensive collection of knowledge covering transitions, behavior, diet, environment, and health.

You're welcome to visit our official **QA page**
to explore topics such as:
Common Topics:

1. What should I do when my kitten arrives home?
2. How to manage a multi-pet household and introduce a new kitten?
3. How to switch your kitten's food gradually?
4. What is the FVRCP vaccine, and does it completely prevent the three diseases?
5. Why is temperature and environment control so important during the early days?

Visit the QA page:www.newmoondoll.com/qa

How to Book a Flight & Bring a Kitten On Board

For families traveling from other cities, we recommend flying to **Los Angeles (LAX)** for picking up your kitten.

Flight Booking Tips:

- Please allow at least **4 hours** between your arrival and departure flights.
- When calling the airline, you may say:"I'd like to take a cat into the cabin."

Suggested information:

- **Breed:** Ragdoll
- **Weight:** 3kg
- **Vaccines/Rabies:** Completed
- **Carrier size:** 17in x 11in x 11in

What to Bring on Pickup Day:

You only need to bring a soft-sided airline-approved carrier. We will thoughtfully prepare everything else, including:

* Transition food
* A small blanket with familiar scent
* Disposable bowls
* Pee pads and other travel supplies



We hope to make your journey home with your baby as smooth and joyful as possible.

Contact Us

We look forward to staying connected as your kitten grows.

Email: newmoondoll@gmail.com

Phone: 815-599-9999

Instagram: @newmoondoll_cats

Support Hours: 1:00 PM - 5:00 PM Daily

just a message away .

Thank you for letting us be a part of your journey.
With heartfelt thanks,



The NEWMOONDOLL Team