

Before making your reservation/payment, we suggest that you carefully read the following general conditions of our Transport Regulations for dogs and cats.

Transport regulations for dogs and cats (animals)

A. Transport of animals - requirements

1. Only healthy and fit to travel animals will be transported.
2. The minimum age for animals to be transported is 8 weeks for domestic and 16 weeks for international, unless the country of origin or destination, as well as the airline(s) indicate otherwise.
3. If the country to which the animal will be transported requires it be identified, it must have or will proceed to place a microchip with ISO 11784 and 11785 standards.
4. The transported animal must be vaccinated against rabies if it has completed 12 weeks of age.
5. The transported animals must have their health records up to date with their corresponding vaccinations.
6. We provide the service of preparing the international health certificates according to the requirements, however, if the client prepares the health certificates, he/she will be responsible for them.

B. Transport conditions

1. The animals will be transported in a certified container suitable for their weight and size.
2. The date and time of pick up at origin and arrival at the place of destination will be duly informed to the sender and recipient orally or electronically.
3. If due to force majeure the execution of the service by THE COMPANY is prevented, the obligations contracted with the contracting party will be suspended in time until the cause of force majeure ceases.
4. Delivery times are estimates and may change due to external factors, such as: bad weather, traffic problems, blockades or strikes, cancellations of flights and other means of transport, among others that are beyond the responsibility and management of THE COMPANY. In any case, the parties involved will be contacted as soon as possible, to report the changes.

THE COMPANY is not responsible for the consequences that these changes cause in the planning of the clients, such as: loss of flights or any other means of transport, extension in the time of stay, among others.

THE COMPANY is dedicated to the transport of live dogs and cats; the operation requires assistance during its transfer and is always subject to their well-being. Delivery times will not be shortened if this puts the welfare of the animal at risk.

C. Payment

1. The payment of the service must be made, totally or partially, to start all the necessary steps for its execution. The date of payment will be that of its corresponding deposit in the accounts of THE COMPANY, unless it is justifiably agreed to pay in cash at the time of delivery of the animal at destination.
2. The forms of payment accepted are:
 - Wire Transfer
 - PayPal (with additional fees)
 - Western Union o Moneygram
 - Cash
 - Credit Card (subject to additional fees)
3. The agreed value for the execution of the service may increase if:

During the execution of the service, additional activities were carried out at the request of the client, or if additional activities are required to carry out the transfer satisfactorily.

D. The cancellation or modification of the reservation

1. If the client cancels the reservation (terminates the contract):
 - With 60 or more days prior to the agreed date for the execution of the service, the total agreed value will be refunded.
 - With less than 60 and up to 30 days prior to the agreed date for the execution of the service, 50% of the total agreed value will be refunded.
 - With less than 30 days in advance, THE COMPANY will not refund the amount paid for the service.
2. If the client requires changing the agreed date, THE COMPANY will inform the additional cost that the modification entails. The payment of the additional value must be made prior to the requested modification.

E. Insurance and Warranties

1. THE COMPANY will assume responsibility in case of loss, theft or death of the animal, as long as it was the result of our actions or lack thereof. The compensation will be made for a maximum amount equal to twice the amount paid up to now for the service.
2. THE COMPANY will not individually insure the animals for transport, unless the parties agree otherwise.
3. THE COMPANY will not be responsible for any symptoms that the animal may present at the time of delivery or after it.
4. In cargo/freight services, the responsibility of THE COMPANY ends at the time of tendering the animal to the airline personnel that will transport it, being in charge of its care and delivery at the cargo facility at destination, and assuming all responsibility for any inconvenience that may arise during the transport.

THE PAYMENT OF THE TRANSPORT SERVICE IMPLIES THE UNDERSTANDING AND ACCEPTANCE OF THE GENERAL CONDITIONS OF TRANSPORTATION FOR DOGS AND CATS OF ANIMAL CARGO.