

Please read these Terms and Conditions carefully before making a reservation or payment. By proceeding with payment, the Client acknowledges and agrees to be bound by the following terms.

A. Animal Transport Requirements

1. **Fitness to Travel**
Only animals that are healthy and deemed fit to travel will be accepted for transport. Animal Cargo reserves the right to refuse transport if an animal is considered unfit or if transport may compromise its welfare.
2. **Minimum Age**
The minimum age for transport is 8 weeks for domestic (within-country) transport; 16 weeks for international transport; unless the regulations of the country of origin or destination, or the applicable airline requirements, establish a different minimum age. In such cases, the stricter requirement shall apply. Clients are responsible for verifying compliance with such regulations.
3. **Microchip Identification**
Where required by the country of origin or destination, animals must be identified with an ISO 11784/11785 compliant microchip prior to transport.
4. **Rabies Vaccination**
Animals over 12 weeks of age must be vaccinated against rabies in accordance with the regulations of the destination country. Any mandatory waiting periods must be fulfilled prior to travel.
5. **Health Documentation**
Animals must have up-to-date vaccination records and all required health documentation.
6. **Health Certificates**
Animal Cargo may assist in preparing international health certificates as required. If the Client independently prepares any documentation, the Client assumes full responsibility for its accuracy, completeness, and validity.
7. **Client Responsibility for Information**
The Client warrants that all information and documentation provided is accurate, complete, and truthful. Animal Cargo shall not be liable for delays, entry denial, quarantine, fines, or additional expenses resulting from incomplete, incorrect, or misleading information supplied by the Client.

B. Transport Conditions

1. **Transport Crate**
Animals shall be transported in an airline-compliant container appropriate for their size and weight in accordance with applicable IATA LAR regulations and airline requirements.
2. **Scheduling**
Pickup and delivery dates and times will be communicated electronically or verbally. All delivery times are estimates and not guaranteed.
3. **Force Majeure**
Animal Cargo shall not be liable for failure or delay in performance due to circumstances beyond its reasonable control, including but not limited to weather conditions, strikes, government actions, flight cancellations, transportation disruptions, or other force majeure events. Obligations shall be suspended for the duration of such events.
4. **Delays and External Factors**
Delivery timelines are estimates only and may change due to circumstances beyond the Company's reasonable control, including but not limited to weather conditions, airline schedule changes, government actions, strikes, traffic disruptions, or operational constraints. Animal Cargo shall not be liable for any direct or indirect losses, costs, expenses, or damages arising from such delays, including but not limited to missed flights, accommodation expenses, transportation costs, scheduling changes, loss of income, or any related or consequential expenses incurred by the Client or third parties. No reimbursement or compensation shall be due for delays caused by events beyond the Company's control.
5. **Animal Welfare Priority**
The welfare of the animal is the Company's primary concern. Delivery timelines will not be shortened if doing so could compromise the animal's safety or well-being.

C. Payment Terms

1. **Payment Requirement**
Full or partial payment must be received before initiating the service. Payment is considered received once funds are credited to the Company's account unless otherwise agreed in writing.
2. **Accepted Payment Methods**
 - Wire Transfer
 - Credit Card (additional fees may apply)
 - PayPal (additional fees may apply)
 - Western Union or MoneyGram
 - Cash (subject to prior agreement)

3. Price Adjustments

The agreed service fee may increase if additional services are requested by the Client or become necessary to successfully complete the transport, including but not limited to regulatory changes, airline requirements, veterinary requirements, or documentation corrections

D. Cancellation and Modifications

1. Cancellation by Client

If the Client cancels the reservation:

- 60 days or more prior to the scheduled service date: 100% refund.
- Between 30 and 59 days prior: 50% refund.
- Less than 30 days prior: no refund.

2. Rescheduling

If the Client requests a modification of the agreed transport date, any additional costs incurred must be paid prior to confirmation of the change.

E. Liability and Limitations

1. Limitation of Liability

Animal Cargo shall be liable for loss, theft, or death of the animal only if directly caused by the Company's proven negligence or willful misconduct. In such cases, compensation shall be limited to a maximum amount equal to twice (2x) the total amount paid by the Client for the service.

2. Exclusion of Indirect Damages

Under no circumstances shall Animal Cargo be liable for emotional distress, sentimental value, loss of profits, consequential damages, indirect damages, or punitive damages.

3. No Individual Insurance

Animals are not individually insured by Animal Cargo unless expressly agreed in writing.

4. Condition Upon Delivery

Animal Cargo shall not be responsible for pre-existing medical conditions or for symptoms that may arise at the time of delivery or thereafter, unless directly caused by the Company's proven negligence.

5. Manifest Air Cargo Services

In cargo/freight services, Animal Cargo's responsibility ends upon handover of the animal to the airline personnel at the departure cargo facility. From that moment, custody and responsibility are transferred to the airline under its own terms and conditions.

6. Regulatory Decisions

Animal Cargo shall not be liable for decisions made by governmental authorities, customs agencies, veterinary authorities, or airlines, including but not limited to refusal of entry, quarantine, confiscation, or additional inspections.

F. Governing Law

These Terms and Conditions shall be governed and interpreted in accordance with the laws of the jurisdiction where Animal Cargo S.A. is legally registered, without regard to conflict of law principles.

Acceptance

Payment for the transport service constitutes full understanding and unconditional acceptance of these Terms and Conditions.