

Animal Transport Regulations | Pet Cargo LLC © | review: September 2019

## ***Live Animal transport regulations***

### **A. Transport of dogs and cats under care - veterinary requirements**

1. Only healthy and fit animals will be transported.
2. The minimum age for animals transported is 8 weeks in domestic transport and 16 weeks in international transport, 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 that it be identified, it must possess or will proceed to place a microchip with ISO 11784 and 11785 standards.
4. The transported animal should be vaccinated against rabies if 12 weeks of age have been completed.
5. Animals transported must have the health records updated with their corresponding vaccines.
6. If the client prepares the veterinary documentation, he himself will be responsible for it.

### **B. Transport conditions**

1. Animals will be transported in a certified container and suitable for their weight and size.
2. The date and time of reception and arrival at the place of destination shall be duly informed to the sender and the receiver verbally or electronically.
3. If due to force majeure circumstances the execution of the service by THE COMPANY is impeded, the obligations contracted with the contracting party will be suspended in time until the cause of force majeure ceases.
4. Delivery schedules are estimates and may change due to external factors, such as: bad weather, traffic problems, blockages 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 to the extent possible, to report 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 transfer and is always subject to their welfare. Delivery times will not be shortened if this puts the animal's welfare at risk.

## **C. Payment**

1. The payment of the service must be made, totally or partially, to initiate all the necessary procedures for its execution. The payment date will be that of its corresponding entry in the accounts of THE COMPANY, unless justifiably payment of a part is agreed upon at the time of delivery of the animal at destination.

2. The payment methods accepted are:

- Wire transfer
- PayPal (surcharge)
- Cash
- Credit Card (surcharge through Paypal)

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 justified additional activities are required to successfully carry out the transfer.

## **D. Cancellation or modification of the reservation**

1. If the client cancels the reservation (the contract ends):

- If the service was paid in full, and it's cancelled with 60 or more days in advance of the agreed date for the execution of the service, 75% of the total agreed value will be refunded. 50% of the reserve payment is non refundable.
- With less than 60 and up to 30 days in advance of 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 needs to change 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 Guarantees**

1. THE COMPANY will assume responsibility in case of loss, theft or death of the animal, provided that it has been the result of its actions or due to lack thereof. The compensation will be made for a maximum value equal to the agreed cost for the service, unless the parties have previously agreed to something different.

2. THE COMPANY will not individually insure animals for transport, unless the parties agree otherwise. Ground transports in the territory of the United States have limited specific insurance coverage for pets transported by THE COMPANY.

3. THE COMPANY will not be responsible for any symptoms that the animal could present at the time of delivery or after it.

4. In cargo transports, the responsibility of THE COMPANY ends at the moment of delivering the animal to the personnel of the airline that will transport it, being in charge of its care and delivery at destination, and assuming all responsibility for any inconvenience that arises during the journey.