
Terms of use

I agree that my dog/cat will be transported by Pet Exporters.

I agree that when booking the travel of my dog/cat, I pay a deposit of at least 50% of the total transportation price, and that I will pay the rest of the amount no later than when the dog/cat is delivered.

I agree and I am informed that after booking the transportation of the dog/cat and paying the deposit, in case of YOUR cancellation of the transportation and if the plane ticket has already been purchased, the money already paid remains with Pet Exporters in full.

I agree and I am informed that the information about the dog/cat as well as the documentation requested is correct and valid.

I agree and I am informed that my dog/cat will travel to the destination for a period of 18 hours and sometimes up to several days, as well as that the dog/cat will change several means of transportation (plane, car).

I agree and I am informed that the Pet Exporters company cannot fully influence the hygienic appearance of the dog/cat during the transportation, for most of the time the dog/cat spends time in airplane without human supervision. Our workers will do everything to ensure that your dog/cat arrives in the best condition, and make sure they will have a pleasant and comfortable trip.

I agree and have informed the company Pet Exporters that my dog/cat is not aggressive towards people and I have informed them about his/her character or temperament so that there will be no problems during the transportation, when he/she is taken for a walk or during the delivery to a client.

I agree and I am informed that the company Pet Exporters does not accept to carry any gifts or paperwork-documents that belongs to a dog/cat, that is not documented for the transport of the same, for example: t-shirts, hats, jewelry, anything of that kind, as well as important documentation such as results from exhibitions, genetic tests, dog/cat pedigrees, etc.

I agree and I am informed that the company Pet Exporters is not responsible in case of sudden death or injury of the dog/cat during an airplane flight or transit between flights. It means, during the time after the dog has been handed over at the airport to the airline staff until the moment of departure at the special exit for animals at the final destination.

I agree and I am informed that the company Pet Exporters can make changes in the order of delivery of dogs/cats during the drive and they cannot influence the exact time of arrival at the final destination.

I agree and I am informed that the company Pet Exporters cannot influence changes in the departure dates of the aircraft, as well as delays, by the airlines and that I am aware of possible delays.

I agree and I am informed that the Pet Exporters company is unable to respond to messages and calls constantly during the delivery of the dog/cat for safety reasons, as well as for the traffic laws.

I agree and I am informed that my dog/cat will be in contact with other animals during transportation, both on the plane by the airline and in the vehicle itself or in the dog boarding house if it is a long trip.