

TERMS OF USE & TRANSPORT AGREEMENT

Pet Exporters INC Dallas, Texas, USA

1. Health Condition & Owner Responsibility

The client confirms that the dog/cat is clinically healthy at the time of handover to Pet Exporters. Any pre-existing or hidden conditions including genetic defects, respiratory or heart issues, anxiety, stress-related disorders, or breed-specific risks are the sole responsibility of the owner.

2. Brachycephalic, Exotic & High-Risk Breeds

The client acknowledges that transportation of brachycephalic, exotic, micro, and structurally extreme breeds involves increased risks. Pet Exporters shall not be held liable for any complications arising from such characteristics.

3. No Guaranteed Dates, Routes or Airlines

Pet Exporters does not guarantee departure dates, arrival dates, flight routes, layover duration, airline selection, or delivery timelines, as these depend on airline and regulatory decisions.

4. Multiple Dogs Booking & Deposit Policy (CRITICAL CLAUSE)

When the client books transportation for multiple dogs and submits a deposit, the entire travel structure is organized based on that number of animals.

- If flight tickets have **NOT** been purchased and the client later reduces the number of dogs, the client acknowledges and accepts extended waiting time due to complete restructuring of the transport plan and the need to find replacement dogs.
- If flight tickets have **ALREADY** been purchased and the client reduces the number of dogs, the client accepts that the deposit for the cancelled dog will be **NON-REFUNDABLE** if Pet Exporters is unable to secure a replacement animal for that booked space.

5. Customs, Import & Regulatory Decisions

Pet Exporters is not responsible for customs denial, veterinary authority decisions, regulatory changes, or import refusal. Any additional costs are the sole responsibility of the client.

6. Force Majeure

Pet Exporters shall not be liable for delays, cancellations, rerouting, or additional costs caused by force majeure events including weather conditions, airline strikes, government actions, embargoes, pandemics, or airline policy changes.

7. Financial Disputes & Chargebacks

The client agrees not to initiate chargebacks, reversals, or payment disputes for services rendered or partially rendered. All disputes must be resolved directly with Pet Exporters.

8. Limitation of Liability

Pet Exporters is not responsible for injury, illness, stress reactions, or death occurring during or after transport once the animal has been handed over to airline or ground handlers.

9. Media & Documentation Consent

The client grants Pet Exporters permission to use photos or videos of the transported animal for documentation, training, or marketing purposes unless declined in writing.

10. Governing Law & Jurisdiction

This agreement shall be governed exclusively by the laws of the State of Texas, USA. Any disputes shall be resolved exclusively in Dallas County, Texas.

By signing this agreement, the client confirms full understanding of all risks associated with live animal transportation and releases Pet Exporters from emotional distress, consequential damage, or loss-of-profit claims.