

# PRECIOUS PAWS DELIVERY: Official Guide and Agreement

This document contains the complete terms of service for **PRECIOUS PAWS DELIVERY**. This information is being sent to you in PDF format. **Acknowledgment of receiving this document serves as legal proof that all parties involved in the transport, from pickup to delivery, have been fully informed and agree to these terms.**

## Our Promise: VIP Pet Care

We treat your pet like family. Your pet's safety, comfort, and happiness are our mission.

### How We Care for Your Pet

- **VIP Travel:** We use safe, temperature-controlled passenger vehicles—never vans or cargo trucks. Our vehicles are hybrids, which guarantee continuous temperature control for your pet's comfort, even when parked overnight. Your pet is **never** left alone, even overnight.
- **Safety Stops:** We stop every 3 to 4 hours to check on your pet, offer food and water, and provide rest.
- **Dog Walks:** If your dog needs walking, we only stop in secure, pre-vetted safe areas to prevent any risk.
- **Health Preparedness:** We are professional transporters only. We have 24/7 **online access to veterinary advice** for immediate guidance in case of emergency.
- **Constant Love:** We provide continuous attention, cleaning, and comfort throughout the trip.

### Communication and Delivery

We keep you connected, but safety comes first:

- **Updates by Request:** We are committed to transparency. **Upon the owner's request**, we will provide regular updates on your pet's status and location.
- **Urgent Contact:** If you need an immediate answer, please **CALL US**. Drivers must focus on the road so that text replies may be delayed.
- **Signal Gaps:** Please understand that we may drive through areas with zero cell service. We will call or text you as soon as we regain signal.
- **Delivery Time (ETA):** The arrival time we provide is an estimate. It can change due to safety needs, driver rest, or things we can't control like weather and traffic. **We prioritize your pet's safety over a strict schedule.**

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## Important Legal Terms and Health Requirements

### Our Liability (What We Are NOT Responsible For)

**PRECIOUS PAWS DELIVERY** is only responsible for safely transporting your pet. We are **not** responsible for:

- **Pre-Existing Issues:** Any illness, injury, or medical problem your pet had *before* transport, even if it gets worse during the trip.
- **Travel Stress:** Normal travel reactions like stress, motion sickness, or minor changes in appetite.

- **Owner's Guarantee:** You promise that your pet is healthy and fit for travel when we pick up your pet.
- **Service Scope:** I certify that I acknowledge that **PRECIOUS PAWS DELIVERY** personnel are **not veterinarians or healthcare givers**; they are **professional transporters only**.

**Medical Expenses Responsibility and Emergency Authority:** The owner is solely and entirely responsible for all veterinary expenses, costs, and fees incurred in the event of a medical emergency, illness, or injury to the pet during transport. **PRECIOUS PAWS DELIVERY** will attempt to contact the owner immediately for instructions. **In an emergency, if the owner cannot be reached or does not have a specific medical provider suggestion, PRECIOUS PAWS DELIVERY is authorized to take the pet to the nearest available animal hospital or emergency veterinary facility at the owner's expense.**

## **Mandatory Health Exclusions (Insurance Rules)**

We are fully insured. However, our insurance policy requires us to exclude pets under the following conditions. Non-disclosure may void our liability and result in immediate cancellation without refund:

**A. Constant Medical Attention or Medication OR Sedation:** The pet has a medical condition requiring constant, specialized attention, **OR** if the pet requires **any oral medication or injections** during the transport window. **PRECIOUS PAWS DELIVERY does not administer medication of any kind.**

- **Sedation Policy:** Pets that have been given sedatives, including Benadryl, Dramamine, or prescription tranquilizers, immediately prior to or for the purpose of transport will be refused at pickup, and no refund will be issued.
- **Approved Calming Aids:** If specifically authorized in writing by the pet's veterinarian for travel, we may accept natural calming aids, such as **CBD products, Valerian root, or Chamomile derivatives**.
- **Waiver Requirement:** Pets with chronic, stable conditions that **DO NOT** require medication during the trip may be accepted only if the owner signs a specific waiver document. This waiver must fully explain the condition and explicitly exclude our insurance and us from any liability related to that pre-existing condition. [\*\*\[HERE IS A LINK TO THE PRE-EXISTING CONDITION WAIVER AGREEMENT\]\*\*](#)
  - **Mandatory Vet Clearance:** Acceptance is conditional upon the owner providing **written documentation** from a certified veterinarian, dated within seven (7) days of transport, **specifically approving the pet for travel** for the designated route.

**B. Recent Surgery:** Any surgery within the last **30 days** (except routine spaying or neutering).

**C. Medical Aids:** Pets needing temporary aids like diapers or bandages.

- **Exception:** Pets who use wheels or mobility devices for a stable, chronic walking disability are accepted if otherwise healthy.

## Mandatory Documentation and Pet Preparation

You must provide these items and complete these steps:

- **Health Certificate:** A mandatory clean bill of health from a vet, issued within **10 days** of travel.
- **Grooming:** **All pets must be professionally groomed or bathed** right before travel.
- **Ownership Proof:** Current documentation showing you legally own the pet.
- **Dog Harness:** Required for all dogs 7 months or older that need walking during stops.

## Hygiene Expectation (Read This)

We clean kennels and pets frequently. However, travel stress can cause accidents (vomiting, diarrhea, especially in puppies).

- **Final Clean-Up:** We will clean your pet immediately, but they may still arrive with some residual debris and may need a final bath by you at home. By booking, you accept this possibility.

## Supplies You Must Provide

You must provide the following essential items:

- **Traveling Food:** Sufficient food for the entire journey, always in a sealed container. **Bags of food larger than 10 pounds will not be accepted.** Please provide a small insulated cooler for any refrigerated food.
- **Comfort Item:** A small blanket or cloth item carrying your scent to reduce travel stress.
- **Safe Toy:** A familiar, non-choking hazard toy.
- **Medication:** Only include emergency, non-essential, or "after-arrival" medication. **If your pet requires medication during the trip, it cannot be transported with the pet.**
- **Senior/Ailing Pets:** Pets over 10 years old or with a significant surgical history require additional **vet clearance** and may have longer travel times.

## Baggage and Extra Items Policy

To ensure space and safety, large, non-essential items are subject to extra charges:

- **Extra Charge Items:** Large items such as **sacks of food over 10 pounds, large pet beds, crates (different from the one used for transport), extra-large bags of toys, or extensive equipment are considered excess baggage and will incur an additional fee.**
  - **Space Limit:** We can only accommodate essential travel items listed above, plus one small bag of toys or personal items that can fit easily in the vehicle cabin.
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