

Terms and Conditions for Hamilton Pet Transport

These terms of contract between Hamilton Pet Transport and the Client/Purchaser shall apply to all orders for goods and services accepted by Hamilton Pet Transport from the Client and these Terms and Conditions shall prevail and take precedence over any document or oral message from the Client.

You also agree that any act or omission from the airline, delays, cancellations, financial claims resulting from the instances or restricted services are not in any way held against Hamilton Pet Transport and its agents.

Owners accept that by Hamilton Pet Transport agents to provide transport for the pet that any animal can become stressed and chew or damage themselves in their crates.

Quotes and Payments

Payment in full is due on presentation of Hamilton Pet Transport's invoice. Payment is to be made by cash or direct bank credit or bank cheque. Payments must be received by Hamilton Pet Transport with sufficient time allowance for processing or bank clearance prior to departure of the animals or shipment of goods.

All prices and quotations given for products and services are based on ruling rates and tariffs current at the time. Any increases in such rates and tariffs applying at time of travel will be additional to the quoted price and payable by the Client.

The quotation or estimate is based on the height, length, width and weight of the pet/s or dimensions of your travel container/s, provided by the owner or their representative.

If the incorrect pet information is provided, or if there is any increase in weight or the size of the pet or travel container, extra freight charges are at the owner's expense.

If Hamilton Pet Transport needs to alter bookings, or you the client have additional changes to confirmed bookings, there may be a charge at Hamilton Pet Transport's discretion.

Liabilities

Whereas the utmost safety, care and attention is given to the Client's animals, they are handled with the understanding that Hamilton Pet Transport, the airline, and veterinarians are at no time to be held responsible for loss, death, illness, injury, or impairment due to any cause, either natural or accidental.

We reserve the right not to transport or handle any animal that is considered to present a danger to any person or other animal, and this shall be at the sole discretion of our drivers.

We accept no liability for any loss, cost or inconvenience suffered by any party because of any alteration to our timetable or that of the airline used.

Whilst we do go to great lengths to ensure we can maintain an appropriate timetable it is inevitable that at times we will be required to make alterations to our timetable due to the volume of bookings, traffic and weather conditions, mechanical breakdowns, or any other reason beyond our control.

You also agree that any act or omission from the airline, delays, cancellations, financial claims resulting from the instances or restricted services are not in any way held against Hamilton Pet Transport and its agents.

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Refunds

In the event of order cancellation or non-availability of services Hamilton Pet Transport will refund, at Hamilton Pet Transport's sole discretion, any unexpended portion of the client's payment after deduction of any direct and indirect expenses incurred.