

INTERPETSNYC CORP.

DELIVERY & SHIPPING POLICY

Effective Date: [INSERT DATE] | Version: [INSERT VERSION]

This Policy forms part of the terms applicable to reservations and transactions involving kittens offered through our services. It should be read together with the applicable Purchase Agreement, written Health Guarantee, Reservation Confirmation, Invoice, transaction-specific addenda, and any mandatory statutory disclosures or notices applicable to the particular transaction.

Where applicable federal, state, or local law provides a mandatory right or remedy that cannot lawfully be waived, that law controls over any inconsistent provision of this Policy.

PART I — TRANSPORTATION & DELIVERY

TRANSPORTATION & DELIVERY

Any delivery, arrival, pickup, transportation, or handover date communicated before transfer is a good-faith estimate unless a particular date is expressly identified in writing as guaranteed.

Because transportation involves a living animal, the kitten's health, safety, welfare, and veterinary readiness take priority over an estimated transportation schedule.

Timing may depend upon:

- veterinary clearance;
- vaccination schedules;
- recovery following vaccination or procedures;
- spay or neuter recovery;
- veterinary recommendations;
- health or physical condition;
- airline or carrier availability;
- live-animal carrier policies;
- flight changes, cancellations, or delays;
- weather;
- temperature restrictions;
- airport operations;
- availability of transportation personnel;
- governmental requirements;
- customs or border procedures;
- documentation requirements;
- import requirements;
- road conditions;
- traffic;
- mechanical or operational disruptions; and
- other circumstances beyond reasonable control.

Where reasonably necessary to protect the kitten or respond to circumstances outside our reasonable control, transportation dates, routes, airports, carriers, handover arrangements, or delivery methods may be reasonably adjusted.

A reasonable delay resulting from veterinary advice, health or safety considerations, transportation restrictions, carrier disruption, governmental requirements, weather, or other circumstances outside reasonable control does not, by itself, create an automatic right to cancellation, refund, credit, reimbursement, or payment reversal.

This section is expressly subject to Section 35 and any mandatory federal, state, or local delay or cancellation rights.

Where a material delay occurs, reasonable efforts will be made to communicate updated scheduling information.

Client-requested changes to an arranged date, destination, airport, recipient, route, or delivery method may result in reasonable additional costs to the extent permitted by law.

Nothing in this section limits a mandatory remedy or a separate written guarantee of a specific delivery date.

PART II — CLIENT INFORMATION & HANDOVER COORDINATION

CLIENT-PROVIDED INFORMATION

The client is responsible for providing complete and accurate information reasonably necessary to process the reservation, prepare documents, coordinate transportation, and complete handover.

Such information may include:

- full legal name;
- contact information;
- residential or delivery address;
- telephone and email;
- airport or pickup details;
- travel information;
- authorized recipient information;
- identification information reasonably required for transportation or documentation; and
- information required by carriers, veterinarians, registries, customs authorities, or government agencies.

The client must promptly notify us of errors, omissions, or changes.

To the extent permitted by law, we are not responsible for delays, document corrections, rebooking, additional transportation, boarding, handling, or other consequences caused by inaccurate, incomplete, outdated, or untimely information supplied by the client.

Nothing in this section excludes responsibility for an error caused by us.

PART III — ONLINE ORDERS, DELAYS & CANCELLATION RIGHTS

ONLINE ORDERS, SHIPPING TIMING & MANDATORY DELAY RIGHTS

Any estimated transportation, shipment, arrival, pickup, or handover date remains subject to Section 14.

However, where the Federal Trade Commission Mail, Internet, or Telephone Order Merchandise Rule, 16 C.F.R. Part 435, or another mandatory law applies to a particular transaction, the applicable requirements concerning shipment representations, delay notices, customer consent, cancellation options, and refunds will control.

Where applicable law requires obtaining the client's consent to a revised shipment date or offering cancellation with a refund, the legally required option will be provided.

Where the applicable rule requires a monetary refund, such refund will not be replaced by store credit, transfer to another kitten, or another substitute remedy unless the client lawfully agrees or the governing law permits it.

Nothing in this Policy, including a Reservation Deposit provision, overrides a cancellation or refund right expressly required by applicable law under the circumstances of a particular transaction.

PART IV — STATE, INTERSTATE & INTERNATIONAL REQUIREMENTS

1.STATE-SPECIFIC & LOCAL REQUIREMENTS

A transaction may be subject to mandatory laws of the state or locality in which:

- the client resides;
- the kitten is delivered;
- the transaction is completed;
- possession changes; or
- regulated activity otherwise occurs.

Where applicable law imposes a mandatory health warranty, disclosure, cancellation right, veterinary procedure, licensing requirement, import requirement, sales restriction, registration requirement, tax obligation, or consumer protection that cannot lawfully be waived, that requirement will apply.

We reserve the right to decline, postpone, restructure, or discontinue a proposed transaction where reasonably necessary to comply with applicable law or where a legally required authorization, license, veterinary document, transportation document, import requirement, or other prerequisite cannot be satisfied.

Nothing in this section represents that every jurisdiction permits every transaction structure or delivery arrangement described on the website.

2. INTERNATIONAL & INTERSTATE ANIMAL DOCUMENTATION

Veterinary passports, vaccination records, pedigrees, registration certificates, microchip records, and similar documents may accompany the kitten where applicable.

Such documents are separate from any Certificate of Veterinary Inspection, health certificate, rabies certificate, import authorization, customs record, government filing, carrier document, or other record independently required by law.

A document described as an international veterinary passport should not be understood as a substitute for a Certificate of Veterinary Inspection, health certificate, government import document, or other required document where additional documentation is required.

Transportation and transfer remain subject to applicable federal, state, local, airline, carrier, customs, veterinary, and animal-health requirements.

Nothing in this Policy guarantees entry, transportation, or acceptance of an animal contrary to a governmental or carrier requirement.