**Document Title: Pet Import Toolkit & Guided Arrival Support Terms of Use and Service Disclosure**

**Effective Date:** [Insert Date]  
**Company Name:** [Your Brand Name]  
**Service Name:** Guided DIY Pet Import Support (“Service”)

### Section 1: Scope of Services

This Service is a digital support and guidance package provided to individuals (“Client”) who are independently managing the international importation of pets (dogs or cats) from the United States into Panama. The purpose of this Service is to provide planning assistance, checklists, templates, reminders, and vetted information based on current airline and Panamanian regulatory requirements.

#### This Service Includes:

* A country-specific digital toolkit with step-by-step importation checklists.
* Airline-specific documentation and guidance.
* Customizable email templates and travel timing calculators.
* Pre-submission assistance with Panama’s home quarantine request form.
* Arrival preparation checklist and reminder SMS/emails.
* Emergency contact reference sheet for Panama City (Tocumen Airport) arrivals.

#### This Service Does Not Include:

* Legal representation or customs clearance authority.
* Veterinary review, medical care, or endorsement services.
* Booking of transportation (airline, ground, or cargo).
* Physical handling or shipping of pets.
* Guarantees or warranties regarding the success of customs clearance, veterinary approval, or travel outcomes.
* Intervention or advocacy with airlines, consulates, or government agencies.

### Section 2: Client Responsibilities

Clients are responsible for: - Booking all flights and services directly with licensed providers. - Ensuring compliance with all airline, government, and veterinary requirements. - Following checklist deadlines and document requirements. - Reading and accepting terms of any travel insurance or airline-specific policies.

Clients agree that [Your Brand Name] is not liable for changes in regulations, third-party decisions, or travel delays. It is recommended that Clients carry travel insurance with pet coverage.

### Section 3: Limitation of Liability

To the fullest extent permitted by law, [Your Brand Name] shall not be liable for any indirect, incidental, special, punitive, or consequential damages, including but not limited to emotional distress, veterinary costs, missed flights, denial of customs entry, pet illness or injury, loss, or death.

In no event shall [Your Brand Name]’s liability exceed the amount paid by the Client for the Service.

### Section 4: Acceptance of Terms

By purchasing or using the Service, you agree to the terms above and acknowledge that you have read and understood the scope, limitations, and disclaimers provided.

For questions or concerns, please contact: [Insert Contact Info]

**[Your Brand Name]**  
[Company Address / URL / Email]  
All rights reserved.