Frequently Asked Questions (FAQ) – Whiskaway Pet Moving

This FAQ section is designed to build trust and help potential customers understand how the Whiskaway Pet Moving system works, what they’re getting, and how it supports them during their international relocation with pets.

## Q: Can I use this service if I’m moving from Panama to the U.S.?

A: Yes! Our system works in both directions. When you fill out your intake form, just indicate your travel route and we’ll personalize your materials accordingly.

## Q: Do you move my pet for me?

A: No. We’re a DIY support service. That means you remain responsible for your pet and all logistics, but we provide you with expert tools, checklists, and guidance so you can do it yourself with confidence.

## Q: Is this a legal document preparation service?

A: No. While we provide helpful editable templates and links to official forms, we are not a legal or veterinary authority. All final decisions and responsibilities rest with the pet owner.

## Q: Can I talk to someone if I get stuck?

A: Yes — if you purchase the Tier 3 package, you’ll get a 1-on-1 onboarding call and email access to a personal assistant who can help guide you through the process.

## Q: What if the airline or importation rules change after I buy the package?

A: We do our best to stay updated with the latest travel and import regulations, but it is your responsibility to double-check current requirements with your airline and destination country.

## Q: Is this only for dogs and cats?

A: Yes. At this time, Whiskaway Pet Moving only supports DIY relocation assistance for dogs and cats.

## Q: Do you offer refunds?

A: Due to the digital nature of our products and instant delivery, all sales are final. However, if you have an issue or feedback, please email us and we’ll try to help. We want all of our clients to be happy and we’ll do all within reason to make sure your products are timely, accurate, and helpful for your move.