

**This quotation EXCLUDES (but not limited to):**

Veterinary charges, pet board (unless included in the quote) or any additional costs incurred
Sales and Service Tax (SST) charges
Any increase in flight costs / boarding charges / laboratories fees / landing charges beyond our control
(If your quote is more than 30 days old please ask for a new quote prior to export)
Landing / Import taxes and charges, unless stated

What happens next:

We will open a file on receipt of the COMPLETE SCANNED set of documents as stated below;

Signed quotation (Every page)

Pets current vaccination records - FULL PAGE SCAN of all pages with entries, including front cover page with the details of the pet & owner

Microchip certificate, Sterilisation certificate, Rabies Antibody test results (if applicable)

Photo of pet

Owners passport copy

All the required information can be uploaded via the link we will share once the deposit payment is made.

Possible additional Charges (but not limited to):

Travel crate unsuitable (size / type) which needs to be replaced at the last minute

Short notice shipment fee (if sign up date is less than 3 weeks from departure date: RM500)

Public Holidays, weekends & out of hours charges (Export Manifested Cargo Shipments only - Out of hours is considered 8pm-6am, if your scheduled pick up time is between those hours): RM300

Public Holidays, Weekends & Out-of-Hours Charges: For import shipments, please refer to the rates provided in the quotation email.

Extension of quarantine duration (MAQIS have the right to extend)

Waiting times - please ensure your pets are ready for collection (RM50 per hour or part thereof)

The above costs may also be charged by people overseas and their charges could be considerably higher

Terms & conditions:

All personal information & data provided by you to us upon confirmation of our services is confidential.

Equestrian Support Services will not be held liable for any delays or losses due to airline route, policy or flight changes, failed blood tests results causing delayed flights, Government vets being unavailable or anything else beyond our control

All quotations may change without prior notice.

Signed:



Equestrian Support Services (EQSS) will do all possible to ensure the safety of your pet(s) and provide quality service, however we will not be held liable should any accident, harm, loss of pet(s), mortality or death occur whilst under our care.

EQSS reserves the right to seek veterinary attention and medical services if necessary, at the owner's expense.

EQSS holds no further responsibility once the pet(s), their documents and belongings are delivered to the airlines, or any third parties and left in their possession.

EQSS aims to treat our clients and staff with courtesy and respect at all times.

EQSS reserves the right to terminate its services at any point in time when the client is deemed unreasonable, difficult or uncooperative.

In view of the above stated, the undersigned hereby releases and waives all rights to claim against EQSS and its staff, members, consultants or agents, from any and all losses, damages, costs and expenses and/or any proceedings arising thereof.

Payment and Cancellation Policy

Deposit payment to be made upon acceptance of the quote. Remaining sum to be settled 10 days before travel - or by installments or as request depending on the nature of the shipment in question.

Payment in agreed currency by bank transfer, or credit card (MYR) (5% surcharge applies for all credit card link payments)

Please take into consideration the bank charges of RM100 and the currency exchange rates when making full payment via overseas banks. We recommend you use wise or revolut or similar for low cost transfers

We have a non-refundable fee of RM600 / RM1000 / RM3000 per pet (depending on the shipment) PLUS any costs incurred, should you decide to cancel after the process has commenced, all other monies paid will be refunded.

Contract Acceptance & Authorisation Agreement

I have read and understand the terms and conditions as stated above. I hereby agree and accept the terms and conditions and appoint Equestrian Support Services to carry out the services as stated above.

	Pet 1	Pet 2	Pet 3
Pet name			
Species / Breed			
Microchip #:			

Owner's name (as per passport)	
Passport Number	
Contact Tel Number	
Email	

Signed:

Date: