



Compassionate Pet Support When It Matters Most

TERMS OF SERVICE

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Welcome to Angel Wings 4 Pets. We provide compassionate in-home pet aftercare — pickup, transportation, and cremation services — for grieving families across Orange County, California, and surrounding areas. These Terms of Service (the “Terms”) are the agreement between you and Angel Wings 4 Pets (“Angel Wings 4 Pets,” “we,” “us,” or “our”) for the use of our website and services.

Please read these Terms carefully. By using our website, contacting us, requesting an estimate, scheduling a pickup, or accepting our services, you agree to these Terms and to our Privacy Policy, which is incorporated here by reference. If you do not agree, please do not use our website or services.

1. About These Terms

These Terms govern your use of angelwings4pets.com (the “Website”) and the in-home pickup, transportation, and cremation aftercare we provide (the “Services”). Together with our Privacy Policy and any estimate, authorization, or service confirmation you approve, they form the entire agreement between you and Angel Wings 4 Pets regarding the Services.

2. Who We Are and What We Provide

Angel Wings 4 Pets is a dedicated in-home pet aftercare service. We come to your home, carry your pet with dignity, and transport them to the destination you choose — our trusted cremation facility or your regular veterinary clinic. We are the sister service to A Pet’s Farewell, a specialized in-home pet euthanasia practice, and we work alongside trusted veterinary professionals. We do not provide veterinary care, euthanasia, or medical services. We are able to care for companion pets up to 200 pounds; certain large-breed dogs above that weight may be accommodated by special arrangement.

3. Eligibility and Authority to Authorize Services

To use our Services, you must be at least 18 years old and able to enter into a binding agreement. By requesting or accepting Services, you represent and warrant that:

- You are the owner of the pet, or you are otherwise legally authorized to make aftercare and cremation decisions for the pet; and
- The information you provide to us is accurate and complete to the best of your knowledge.

If more than one person has an interest in the pet, you represent that you have the authority to act on behalf of all such persons.

4. Contacting Us, Scheduling, and the AI Intake Care System

You can reach us, request an estimate, and schedule a pickup by phone at (844) 4-LUV-PET · (844) 458-8738, or online through our Website. Our first point of contact is an AI-driven intake care system that can answer questions, share pricing, build an estimate, and schedule a pickup, day or night. Every in-person moment of our Service is performed by a member of our team. Your communications with us, including with the intake care system, are handled as described in our Privacy Policy. Scheduling a pickup online or by phone constitutes a request for Service; a pickup is confirmed when we provide you a confirmation.

5. Estimates, Pricing, and Payment

Our pricing is published openly on our Pricing page, and you may build an estimate online or with our team. **Estimates are good-faith approximations, not final invoices.** Because cremation pricing is based on your pet's weight, the final amount may differ from an estimate if your pet's actual weight at pickup falls within a different weight tier, or if you add or change services at intake.

Fees may include in-home pickup and transportation; a region travel charge based on your location, shown as a separate add-on (no charge in our core region, with higher-charge regions and an out-of-region rate, as published on our Pricing page); the cremation service you select; optional memorial keepsakes; an extra-assistance fee of \$50 when a pet weighs 50 pounds or more and no one at the home can assist our specialist with lifting; and appointment timing surcharges for evening, late-evening, or holiday and weekend service. Every applicable fee is shown to you before any Service is scheduled or performed, and you will have the opportunity to see and approve the final estimate before Service is performed.

Payment is collected in two stages. To confirm your appointment, we send a secure payment link for the transport fee plus any region travel charge; paying it confirms the booking. This transport-plus-travel amount is your booking/appointment fee; except for the 15-minute grace window described in Section 10, it is non-refundable once paid, and we disclose this to you for your acknowledgment before you pay. The remaining balance — the cremation service, any keepsakes, and any timing surcharges — is collected when our team completes the in-home pickup. **We accept cash, check, or Visa/Mastercard. American Express is not accepted, and Venmo and PayPal are not active at this time.** Card payments are handled by our third-party payment processor. This payment process is preliminary and may be refined as our operations develop.

6. Our Services: Pickup, Transportation, and Cremation

When you engage us, we provide in-home pickup of your pet and transportation to the destination you select. You choose one of two cremation paths:

- **Communal cremation** — your pet is cremated by flame alongside other pets, and the ashes are respectfully scattered at sea off Dana Point by our scattering partner. No ashes are returned for communal cremation.
- **Private cremation** — your pet is cremated individually and the ashes are returned to your family, with a set of keepsakes included — one standard urn, a clay paw print with a gold-plated stand, an engraved Alder Wood Heart, an ink print set, and urn home delivery. Within private cremation, you may choose traditional flame cremation (ashes typically returned within 10 to 14 business days from pickup) or Aquamation / water cremation (ashes typically returned within 3 to 4 weeks from pickup), at the same price.

Return timelines are estimates and may vary. We will keep you informed at each step. The cremation itself is performed at our trusted cremation facility and, for Aquamation, by our licensed Aquamation provider.

7. Recent Bites and Public-Health Handling

If your pet bit a human and broke the skin within the 10 days before passing, please tell us. A recent bite can carry public-health requirements that affect how a pet is safely handled and whether cremation can proceed immediately. When this applies, we may need to coordinate with you, and with the appropriate authorities or your veterinarian, before service — and a brief hold or alternative handling may be required. You agree to disclose any such incident accurately at intake; our intake asks this on every appointment, and a “yes” is reviewed by our team before we proceed.

8. Cremation Authorization and Finality

Cremation is permanent and cannot be undone. By authorizing cremation, you confirm that you have the authority to do so (see Section 3) and you direct us to proceed with the cremation path you have selected. You acknowledge and agree that:

- Once cremation has begun, it cannot be reversed, paused, or changed;
- For communal cremation, ashes are not separated or returned, and remains are scattered at sea on our regular schedule;
- For private cremation, we use quality-control procedures intended to ensure that the ashes returned to you are those of your pet; and
- You are responsible for selecting the correct cremation path and for the accuracy of the information you provide to us.

If you have any uncertainty about your choice, please tell us before authorizing Service, and we will help you decide without pressure.

9. Scheduling Windows, Delays, and Service Availability

We answer calls day and night, and we work to reach your home as promptly as possible. Arrival windows are estimates and may be affected by demand, distance, weather, traffic, and other factors outside our control. Service outside our primary service area is subject to availability and a travel fee, and is confirmed at scheduling. We will always tell you honestly whether we can be there in the timeframe your family needs.

10. Cancellations, Rescheduling, and Refunds

When you confirm a pickup appointment, you secure it with a booking/appointment fee — the transport fee plus any region travel charge — paid through our secure payment link. This fee reserves your appointment and signals our team to proceed. Our cancellation and refund terms are as follows:

- **15-minute grace window.** If you cancel within 15 minutes of your appointment confirmation and payment timestamp by replying to your confirmation email or text message, your booking/appointment fee is refunded in full.
- **Cancellations after the grace window.** After the 15-minute window, the booking/appointment fee is non-refundable. Canceling a confirmed appointment forfeits this fee, and any aftercare services associated with that appointment are voided and canceled.
- **Rescheduling.** If you move your appointment rather than cancel it, your booking/appointment fee carries forward to the rescheduled appointment, with no additional booking charge.
- **If we must cancel.** If we are unable to fulfill a confirmed appointment due to circumstances on our side, we will work with you to reschedule; if rescheduling is not a fit for your family, we will refund your booking/appointment fee in full.
- **Cremation finality.** Separately, once cremation has begun the cremation service is non-refundable, because it cannot be undone (see Section 8). Optional memorial keepsakes that have been personalized or produced are also non-refundable.

The non-refundable nature of the booking/appointment fee and the 15-minute grace window are disclosed to you before payment — presented for your acknowledgment on the consent and payment confirmation form and confirmed with you at the time of sale. Where a refund is due, we will issue it to the original payment method within a reasonable time.

11. Your Responsibilities

To help us serve you well, you agree to:

- Provide accurate and complete information about yourself, your pet, and your chosen Services;
- Disclose if your pet bit a human and broke the skin within the 10 days before passing (see Section 7);
- Have the legal authority to authorize aftercare and cremation for the pet;
- Provide safe and reasonable access to the pickup location; and
- Pay all applicable fees for the Services you approve.

12. Veterinary Coordination

As part of our Service, and with your authorization, we may communicate with your veterinarian or referring provider to support continuity of care — for example, to notify your veterinarian of your pet's passing, coordinate records, or arrange transport to your chosen clinic. We share only the information reasonably necessary for these purposes, as described in our Privacy Policy.

13. Website Acceptable Use

You agree to use the Website only for lawful purposes and not to misuse it — for example, by attempting to gain unauthorized access, interfering with its operation, introducing malicious code, or scraping or copying content except as permitted by these Terms. We may suspend or restrict access to the Website to protect it, our families, or our team.

14. Intellectual Property

The Angel Wings 4 Pets name, logo, wordmark, tagline, and the text, graphics, and other content on the Website are owned by or licensed to Angel Wings 4 Pets and are protected by intellectual property laws. You may not copy, reproduce, distribute, or create

derivative works from our content without our prior written permission, except for personal, non-commercial use of materials we provide to you in connection with your Service.

15. Third-Party Services and Links

We rely on trusted third parties — such as our cremation facility, Aquamation provider, scattering partner, payment processor, and analytics and communications tools — to deliver our Services. The Website may also link to third-party sites we do not control. We are not responsible for the content, products, or practices of third parties, and your dealings with them are governed by their own terms and policies.

16. Disclaimers

We provide our Services with care, professionalism, and the dignity we would extend to our own family. Except as expressly stated in these Terms and to the fullest extent permitted by law, the Website and Services are provided **“as is” and “as available,”** without warranties of any kind, whether express or implied, including implied warranties of merchantability, fitness for a particular purpose, and non-infringement. We do not warrant that the Website will be uninterrupted or error-free, or that arrival or return timelines will be met exactly.

17. Limitation of Liability

To the fullest extent permitted by law, Angel Wings 4 Pets and its owners, employees, and contractors will not be liable for any indirect, incidental, special, consequential, or punitive damages arising out of or relating to the Website or Services. To the fullest extent permitted by law, our total liability for any claim arising out of or relating to the Services will not exceed the amount you paid to us for the specific Service giving rise to the claim. Some jurisdictions do not allow certain limitations, so some of the above may not apply to you. Nothing in these Terms limits liability that cannot be limited under applicable law.

18. Indemnification

You agree to indemnify and hold harmless Angel Wings 4 Pets and its owners, employees, and contractors from any claims, losses, or expenses (including reasonable attorneys’ fees) arising from your breach of these Terms, your violation of any law, or your lack of authority to authorize the Services for the pet.

19. Governing Law and Dispute Resolution

These Terms are governed by the laws of the State of California, without regard to its conflict-of-laws rules. Except where prohibited by law, you and Angel Wings 4 Pets agree that any dispute arising out of or relating to these Terms or the Services will be brought exclusively in the state or federal courts located in California, and you consent to their jurisdiction. We encourage you to contact us first so we can try to resolve any concern directly and with care.

20. Changes to These Terms

We may update these Terms from time to time. When we do, we will revise the “Last Updated” date above and, where appropriate, provide additional notice. Your continued use of the Website or Services after an update means you accept the revised Terms.

21. Miscellaneous

If any provision of these Terms is found unenforceable, the remaining provisions will remain in full effect. Our failure to enforce a provision is not a waiver of it. You may not assign these Terms without our consent; we may assign them in connection with a merger, acquisition, or sale of assets. These Terms, together with our Privacy Policy and any estimate or authorization you approve, are the entire agreement between you and Angel Wings 4 Pets regarding the Services.

22. Contact Us

If you have questions about these Terms, please contact us:

- **Angel Wings 4 Pets**
- **Phone:** (844) 4-LUV-PET · (844) 458-8738 — available day or night
- **Website:** angelwings4pets.com
- For privacy questions or requests, see our Privacy Policy at angelwings4pets.com/privacy-policy.
- **Service area:** Orange County, California, and surrounding areas, with a Los Angeles County location forthcoming.

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