

THE POSH PUP POLICIES - THE FURRY DETAILS. . . .

MATTED COATS - Posh Pup Mobile Pet Grooming, LLC will NOT demat a severely matted pet.

PLEASE DO NOT ASK OR EXPECT US TO.

If the "snarls, tangles, knots, clumps, " etc. cannot be brushed out within a 15 minute time frame then the alternatives will be offered.

1. With your permission the coat will be shaved off.
2. You will be offered to reschedule your appointment time to allow you time brush or comb out the excess matting prior to grooming. (A \$30 fuel fee may apply)

Dematting a severely matted coat is a total contradiction to the stress-free philosophy of the Posh Pup Mobile Pet Grooming.

Every Client will be asked to read and sign the Posh Pup Mobile Pet Grooming, LLC Pet Agreement. Below are the contents of this agreement.

MATTED COATS:

Mat Removal: Removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, moles, or skin folds trapped in the mats. Heavy matting can also trap moisture near the pet's skin allowing fungus or bacteria to grow causing skin irritations that exist prior to the grooming process. After effects of mat removal procedures can include itchiness, skin redness and/or irritation, self-inflicted irritations or abrasions and failure of the hair to regrow in areas. I am aware that closely shaven pets due to matting are also prone to sunburn and should either have sun screen applied daily or should be kept out of the sun until the hair growth is sufficient to protect the skin. In some cases pets may also exhibit brief behavioral changes. In certain breeds and coat types, the coat may not grow back the same. As the owner, I am responsible for the condition of my pet's coat and I will not hold Posh Pup Mobile Pet Grooming, LLC responsible in the event of adverse effects of mat removal and/or shaving.

CANCELLATIONS:

On rare occasions, Posh Pup Mobile Pet Grooming, LLC ,may need to cancel appointments due to weather, road conditions, equipment failure. Every effort will be made to contact you in advance. I understand that I will notify Posh Pup Mobile Pet Grooming LLC 24 hours in advance if I need to cancel or reschedule my appointment. Failure to notify may result in a \$30 fuel fee which must be paid prior to my next grooming appointment. Leaving a message the their 24 hour voice mail is acceptable.

PICTURES:

I understand that posh pup mobile pet grooming, LLC may take pictures of my pet, before and after grooming, for their website, advertising and education.

PAYMENT:

All grooming fees must be paid at the time services are rendered by cash or check. Checks returned due to insufficient funds will be subject to a \$35 returned check fee, at which time I understand I will go to a cash only payment basis.

"NO-SHOW" POLICY:

In the event that Posh Pup Mobile Pet Grooming LLC arrives at my home or office for a scheduled, confirmed appointment and finds no one there to release the pet to their care, they will wait 15 minutes before leaving. I understand further, that failure to keep my scheduled, confirmed appointment may result in being assessed a \$30 fuel fee charge.

AGGRESSIVE/VICIOUS PETS:

I understand that although most pets are very well behaved, not all are “perfect angels”. I understand Posh Pup Mobile Pet Grooming LLC will make every attempt in the safe handling of my pet. In the event that my pet demonstrates aggressive behavior, or if I have misrepresented my pet’s tendency/history of doing so that Posh Pup Mobile Pet Grooming LLC reserves the right to refuse service to my pet and I may be charged a \$30 fuel fee. I also understand that all bites will be reported to the local authorities as required by law.

HOME AND PROPERTY DAMAGES:

Posh Pup Mobile Pet Grooming LLC will not be held responsible for damages to my yard, home or property during the service call during the grooming of my pet or pets.

As the owner or care giver, I authorize Posh Pup Mobile Pet Grooming LLC to perform scheduled grooming appointments while I am away from my home or property. In the event where a key is left or given to my home, Posh Pup Mobile Pet Grooming LLC will not be held responsible for any damages or theft to my home or property. I will sign an invoice, work order or receipt each time my pet is groomed, or leave a note with my signature should I not be available.

SIGNATURE REQUIRED FOR GROOMING SERVICES:

I the undersigned do understand and agree to the above terms for the grooming and maintenance of my pet(s) and in consideration of the grooming services of Posh Pup Mobile Pet Grooming LLC agree to hold harmless from damage, loss or claims arising from any known or unknown pre-existing condition of my pet(s). The terms, special services or handling shall include but are not limited to veterinarian emergency services in the event I am not available. I authorize Posh Pup Mobile Pet Grooming LLC and/or agent thereof to act as my agent in the event emergency veterinarian services, boarding, care-taking, and/or transportation is necessary and I agree to pay all costs. Any/all damages, loss or claim shall include, but not be limited to death, injury, or shock. Said pre-existing conditions shall include, but not be limited to advanced age, extreme nervousness, neurosis, illness, previous injury, skin or coat conditions or medical conditions.

Pet Owner / Caregiver Signature

Date