

## **Precious Furs LLC Pet Agreement & Policies**

### **MATTED COATS -**

Every client will be asked to read and sign the Precious Furs LLC Pet Agreement & Policies form. Below are the contents of this agreement.

### **MATTED COATS:**

Precious Furs LLC will **NOT** demat a severely matted pet. If the “snarls, tangles, knots, clumps, “ etc. cannot be safely & humanely brushed out within a 20 minute time frame, the following alternatives will be offered.

- The coat will be shaved off. In some cases, this means going right down to the skin.
- The appointment will be rescheduled to allow you time to attempt brushing or combing out the matted coat yourself. *NOTE: a trip charge of \$40 may be incurred.*

**Shaving/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 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 Precious Furs LLC responsible in the event of adverse effects of mat removal and/or shaving. **CLIENT INITIALS HERE** \_\_\_\_\_

### **CANCELLATIONS:**

On rare occasions, Precious Furs LLC may cancel appointments due to weather, road conditions, or equipment failure. Every effort will be made to contact you in advance.

I understand that I must notify Precious Furs LLC 24 hours in advance if I need to cancel or reschedule my appointment. Failure to do so may result in a \$40 fuel fee which must be paid within 2 business days of the incident. Leaving a message on the Precious Furs LLC 24 hour voice mail is acceptable. Call 734-262-6262 **CLIENT INITIALS HERE** \_\_\_\_\_

### **“NO-SHOW” POLICY:**

In the event that Precious Furs LLC arrives at my home or office for a scheduled, confirmed appointment and finds no one there to release the pet, the groomer will wait 15 minutes before leaving. I understand that failure to keep my scheduled, confirmed appointment may result in being assessed a \$40 fuel fee. Precious Furs LLC may also refuse future service as a result of this. **CLIENT INITIALS HERE** \_\_\_\_\_

### **PICTURES/PRIVACY:**

I understand that Precious Furs LLC may take pictures of my pet, before and after grooming, for website, advertising and education. Pet information will not be published, to protect privacy. Precious Furs LLC will maintain records of client information solely for the purpose of performing grooming services. Such information will not be shared with anyone other than employees of Precious Furs LLC.

### **PAYMENT:**

All grooming fees must be paid at the time services are rendered by cash for the first appointment. It is at the sole discretion of Precious Furs LLC management as to whether or not payment by check is acceptable. Checks returned due to insufficient funds will be subject to a \$35 returned check fee.

### **AGGRESSIVE/VICIOUS PETS:**

I understand that although most pets are very well behaved in the presence of their family members, they may display inappropriate behavior with unfamiliar handlers . I understand Precious Furs LLC will exercise due care/caution 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, Precious Furs LLC reserves the right to refuse service to my pet and I may be charged a \$40 fuel fee. I also understand that any bites inflicted by my pet will be reported to the local authorities as required by law.

**HOME AND PROPERTY DAMAGES:**

Precious Furs LLC will not be held responsible for damages to my yard, home or property during the service call for the purpose of grooming of my pet(s).

As the owner or care giver, I authorize Precious Furs LLC to perform scheduled grooming appointments while I am away from my home or property. In such a case, designated caregivers will release my pet(s) to the care of Precious Furs LLC for the grooming process. In the event where keys/access codes are provided to Precious Furs LLC staff, Precious Furs LLC will not be held responsible for any damages or theft to my home or property. **CLIENT INITIALS HERE** \_\_\_\_\_

**PET VACCINATIONS:**

All pets MUST, without exception, be vaccinated against distemper, parvovirus, & rabies. Proof of such will be required prior to commencement of grooming services.

**FLEAS/TICKS/PARASITES:**

Fleas, ticks or other parasites will not be tolerated. Pet owners are responsible for ensuring their pets are protected adequately from parasitic infestation. If such parasites are found to infest pets scheduled to be groomed, a \$50 fee will be charged for cleaning & sanitizing the mobile salon prior to visiting the next client. There are many convenient topical products available on the market today. PLEASE KEEP YOUR PET SAFE! **CLIENT INITIALS HERE** \_\_\_\_\_

**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 Precious Furs LLC, agree to hold Precious Furs LLC harmless from any/all damages, losses or claims arising from any known or unknown pre-existing condition of my pet(s), such as advanced age, extreme nervousness, neurosis, illness, previous injury, skin/coat conditions or other medical conditions even if such conditions could/do result in injury, shock or death of my pet. 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 Precious Furs 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/reimburse all costs incurred for said incident within 5 business days of the incident.

I agree to notify Precious Furs LLC of any signs of injury or possible illness before any visit as the condition appears. Precious Furs LLC reserves the right to cancel service at any location where a pet appears to have a potentially infections condition. Precious Furs LLC strives to provide safe, sanitary service to each pet client. In doing so, Precious Furs LLC strongly recommends that all pets be vaccinated, dewormed, and protected from harmful insects such as fleas, lice, & ticks, in accordance with veterinary standards.

Client Name (print): \_\_\_\_\_

Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_