GROOMING WHILE YOU ARE AWAY (optional): By providing access to your home while you are away for the purpose of grooming your pet you agree to waive Furry Friends Mobile Grooming of any and all liability to your home or property.

VACCINATIONS: By signing the service agreement you agree to keep your dog(s) up to date on all vaccinations. We always try our best to keep our salon clean and healthy. Furry Friends Mobile Grooming will not be held liable for any veterinary expenses you might incur if your dog contracts disease or illness.

FLEAS AND TICKS: Furry Friends Mobile Grooming recommends keeping your dog(s) on oral or topical flea and tick

preventative year round. If we find fleas, ticks, or evidence of fleas or ticks, we will use a flea and tick shampoo on your pet and additional charges will apply. We keep our salon flea- and tick-free. Furry Friends Mobile Grooming will not be held liable if your dog contracts fleas or ticks.

CANCELLATION/ NO SHOW POLICY: Due to the high-quality, low-volume nature of mobile grooming, Furry Friends Mobile Grooming enforces a 24-hour cancellation/no show policy. Failure to provide 24 hours notice to cancel or reschedule your appointment will result in a $75 cancellation fee per pet. If we arrive in your scheduled timeframe for your appointment and there is no answer at the door we will make sufficient attempts to make contact with you. We will wait for 10 minutes for your arrival. After that, we won't have enough time to provide proper service and the appointment will need to be rescheduled and cancelation fee will apply.

PAYMENT: We will inform you of the final total at the end of the groom. Payment in full is due at time of service. We accept checks, Visa, MasterCard, Zelle and cash. For our safety we DO NOT carry change. Tipping is never expected, but always appreciated. If you would like to tip on your credit card, please let us know before we run the card.

RETURNED CHECKS: There is a $50 returned check fee. Repayment plus the fee is due when you are notified that the check has

bounced. We reserve the right to not accept payment by check after a check has been returned for nonsufficient funds.

DOUBLE COAT SHAVE DOWN: If you are requesting to have your double coated dog shaved down you understand and agree to the following warnings and will not hold Furry Friends Mobile Grooming responsible for any negative affects from the hair cut. We cannot guarantee that the dog's coat will grow back after shaving. Depending on how close the coat is clipped, your dog might require sunscreen to protect the dog's skin from sunburn. Shaving may cause irritation and/or rash. Shaving the coat does not necessarily make the dog feel cooler, as the double coat acts as insulation in warm and cool weather. Shaving does not reduce shedding; it only makes the shedding coat shorter. Clipping down a double-coated dog can look uneven or choppy depending on your dog's coat type and the length requested. We will do our best to make the haircut look the best possible.

DE-MATTING: Pets with matted coats need extra attention during their grooming session. Mats left in a pets coat only grow tighter, and can strangle the pet's skin, or eventually tear it open. Furry Friends Mobile Grooming does not wish to cause serious or undue stress to your pet, and will not continually demat your pet for you. Mats can be very difficult to remove, and may require the pet to be shaved. 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 and urine near the pet's skin allowing mold, fungus or bacteria to grow, causing skin irritations that existed prior to the grooming process. After effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to regrow. Shaved pets are also prone to sunburn. In some cases pets may also exhibit brief behavioral changes. If matting is extreme, you may be referred to your veterinarian for removal. Prevention is the best defense against matting by scheduling regular grooming appointments. There will be an extra charge for mat removal.

AGGRESSIVE DOGS: Owners MUST inform Furry Friends Mobile Grooming if your pet bites, has bitten, or is aggressive to people, other pets or specific grooming procedures. Muzzles may be used if necessary. Muzzling will not harm your pet, and protects both the pet and the groomer. We reserve the right to refuse/stop services for such pets at any time before or during the grooming process, and charge an Aggressive Dog Fee in addition to the regular grooming charge.

GROOMING RISKS: We try our best to be extra careful with your pets. Possible reactions such as stress, skin irritation, possible nicks to the skin, or a toe nail quicked may occur. Additionally, problems occasionally arise after the grooming visit such as bleeding of nicks, clipper irritation, mental or physical stress. Grooming can also expose a hidden medical problem or aggravate a current one. In the event of an emergency, you authorize Furry Friends Mobile Grooming to contact the nearest veterinarian and authorize the vet to treat the pet as necessary at your expense. Owner agrees not to hold Furry Friends Mobile Grooming responsible for any injuries, which might result from the grooming process.

AGING AND SPECIAL NEEDS PETS: Please make us aware of any new medical conditions prior to grooming. As a pet gets older,

grooming can become stressful and exacerbate underlying medical conditions. We always try to make the best decisions for the dogs we work with. We reserve the right to stop the groom if your pet becomes too distressed and it becomes unhealthy. A $50 service fee will apply for us coming out. Furry Friends Mobile Grooming will not be held liable if your dog has a negative reaction due to his or her special needs or age.

MOLES/SKIN LESIONS/TUMORS/OTHER SKIN IRREGULARITIES: These skin irregularities may protrude from the skin. They are

vulnerable to nicks or cuts during the grooming process. Please make us aware of any skin irregularities prior to the groom so we can do our best to avoid them. Owner agrees not to hold Furry Friends Mobile Grooming responsible for any cuts or nicks and skin reactions/irritations due to groom.

ALLERGIES: Furry Friends Mobile Grooming is not liable for allergic reactions resulting from the manufacturer-recommended usage of grooming products. Please consult with your veterinarian regarding product concerns. Scented shampoos, conditioners, crème rinses, sprays and colognes are used. Latex bands are also used in our bows. Please inform us if you or your pet is allergic. Unscented products are available at no extra charge.

ANAL GLAND EXPRESSION: We do not express anal glands. Your veterinarian expresses the glands internally and we believe this method is in the best intertest of your dog.

SATISFACTION: Your satisfaction is important to us. If you are unhappy for any reason, SPEAK UP! We’re in business to serve you and get your pet looking great. If you would like something touched-up or adjusted we will be happy to do it. Just let us know when we return your pet to you.