

Orangeburg Mobile Pet Care LLC

Orangeburg Mobile Pet Care LLC

Terms and Conditions

Welcome to Orangeburg Mobile Pet Care LLC. We are committed to providing professional and compassionate mobile pet grooming services. By engaging our services, you agree to the following terms and conditions. Please read them carefully.

APPOINTMENT POLICIES

All appointments must be scheduled in advance. We recommend booking at least one week ahead to secure your desired time slot. You must confirm your appointment 24 hours in advance or your appointment may be canceled.

Rescheduling and Cancellations

We require a minimum of 24 hours' notice for any appointment rescheduling or cancellation. Cancellations made with less than 24 hours' notice may incur a cancellation fee equal to 50% of the service cost. Failure to abide by this policy may result in a refusal of service.

Arrival Time

We will provide an estimated arrival window. Due to the mobile nature of our business, factors such as traffic and previous appointments may affect our exact arrival time. We will communicate any significant delays. We ask that you be home within 1-2 hours of your expected appointment time and be available to communicate to ensure that someone will be home. If no one is home around the expected appointment time you may be asked to reschedule if you are not in the Orangeburg area due to travel time. An adult **MUST** be present during the grooming, and if there will not be anyone there you must get permission prior.

SERVICE REQUIREMENTS

Pet Health and Safety

1. **Vaccinations:** All pets must be up-to-date on their vaccinations, including rabies, as required by law. Proof of vaccination may be requested.

2. **Parasite Control:** Pets must be free of fleas, ticks, and other parasites. If parasites are found during grooming, an additional de-fleaing fee will be applied, and the grooming session may be stopped to prevent infestation of our mobile unit. We will administer a first time warning to all new clients if fleas/parasites are present. Continued dismissal of this policy may result in a refusal of service.
3. **Aggressive Behavior:** We reserve the right to refuse service to any pet exhibiting aggressive or unmanageable behavior that may pose a risk to our groomers or the pet itself. Owners will be responsible for any injuries inflicted by their pet.
4. **Pre-existing Conditions:** Please inform us of any pre-existing medical conditions, allergies, or injuries your pet may have. We will take every precaution, but we are not liable for adverse reactions to grooming due to undisclosed conditions.

Access to Utilities

Clients must provide access to a water hook-up (e.g., garden hose spigot) at the location of service. We will provide a 50ft hose.

PRICING AND PAYMENT

Service Fees

Our service fees are based on the breed, size, coat condition, and temperament of your pet, as well as the specific services requested. A detailed quote will be provided before service commencement.

Payment Methods

We accept cash, credit cards, checks, and mobile payment apps. Payment is due in full at the time of service completion. There will be an additional 3% service fee for all card payments and a 2% service fee for mobile app payments. Failure to pay may result in a refusal of service.

Additional Charges

Additional charges may apply for de-matting, de-shedding, or handling exceptionally difficult pets. These charges will be discussed with the owner at time of service. We will not brush out severely matted pets, with limiting matt removal to a maximum of 15 minutes. We will upcharge for pets that are extremely dirty or unkempt.

DISCLAIMERS AND LIABILITIES

Accidents and Injuries

While every precaution is taken to ensure your pet's safety, accidents can happen. We are not liable for any injuries sustained by your pet during grooming, unless directly caused by our negligence. We do not allow clients in the grooming area unless prior permission is given to assist with large dogs etc.

Allergic Reactions

Orangeburg Mobile Pet Care LLC uses high-quality, pet-safe grooming products. However, we are not liable for allergic reactions that may occur due to individual sensitivities. Please inform us of any known allergies in advance.

Satisfaction Guarantee

If you are not satisfied with our service, please notify us within 24 hours of the grooming appointment. We will work with you to resolve any issues to your satisfaction.

PRIVACY POLICY

We respect your privacy. All client and pet information is kept confidential and will not be shared with third parties without your consent, except as required by law.

GOVERNING LAW

These terms and conditions shall be governed by and construed in accordance with the laws of the State of South Carolina.

AMENDMENTS

Orangeburg Mobile Pet Care LLC reserves the right to amend these terms and conditions at any time. Clients will be notified of any significant changes. We expect all clients to behave with respect and courtesy at all times. Failure to abide by these terms and conditions may result in a refusal of service.

CONTACT US

If you have any questions about these terms and conditions, please contact Sharon Gregerson LVT at Orangeburg Mobile Pet Care LLC.

Cell:

843-718-9498

Email

orangeburgmobilepetcare@gmail.com

By Business Owner Sharon Gregerson LVT

CLIENT AGREEMENT

I, _____

_____ (Client Name), acknowledge that I have read, understood, and agree to the Terms and Conditions of Orangeburg Mobile Pet Care LLC as outlined in this document.

I agree to abide by all stated policies, including those concerning appointments, pet health and safety, access to utilities, pricing and payment, and disclaimers of liability.

I confirm that I have disclosed all relevant information regarding my pet's health, behavior, and any pre-existing conditions.

Client Signature:

Date: _____
