

TERMS OF SERVICE

TINIRU INC. DBA PAWSITIVIELY PURRFECT

Please read our Terms of Services (hereafter known as "TOS", "Policies", or "Policy") below carefully before using any Grooming Services provided by TiniRu Inc. DBA Pawsitively Purrfect (hereafter known as "Pawsitively Purrfect", "we", "us", or "our"). By initialing and signing you accept and agree to be bound by these Policies.

VACCINATIONS

We require all pet parents to maintain up to date vaccines and records with us for every pet on file with the following vaccines: Rabies. We do recommend but do not require the following: Distemper-Parvo & Bordetella.

GROOMING SAFETY

We do use muzzles, groomer's helper's, slip leads, and safety restraints when necessary for the safety of both the pet and the groomer. We also do not allow pet parents to enter our grooming area at any time for the safety of every pet, pet parent, and our Team Members.

HEALTH & SENSITIVITIES

We will not complete or force any grooming procedure that will cause pain, stress, or discomfort to any pet. Any pet showing aggression or sensitivity to any areas such as but not limited to ears, nails, or glands, will be left for your veterinarian.

PICK UP

We ask that every pet be picked up in a timely manner once completed and if any picks will be later, please inform before leaving upon drop off. As we are family business with children our closing times will vary from day to day but will close no later than 6:00pm and any pet left after close will be boarded overnight at a current rate of \$40.00 per pet.

PAYMENT

We require all payments be paid in full for all services rendered prior to any pet being returned to their family. Our only accepted forms of payments are Cash, Credit Card, Apple Pay, and Samsung Pay.

CANCELLATIONS & NO SHOWS

We will assess a \$35.00 fee to any pet parent that cancels their appointment with less than 24-hours' notice or neglect to show for their appointment. All fees must be paid at the next appointment and repeated occurrences can result in non-refundable appointment deposits or future termination of all services.

FLEAS & PARASITES

Upon discovery of any fleas/parasites on your pet, we will administer a flea bath immediately to eradicate any living fleas on your pet. This is not optional and done at the owner's expense of \$20.00 per pet.

LATE ARRIVALS

We will accept pet parents up to 20 minutes late without approval, but we do ask to be informed prior to arrivals 10 minutes or more late. Any pet parent arriving later than 20 minutes from their original appointment time will be subject to a No-Show fee of \$35.00 per pet and rescheduling of the appointment.

COMPLETION TIME

We do not give any guaranteed completion times on any pet, but we do average 3 to 5 hours per pet family. Any pet needing faster turnaround will need to be approved by management prior to leaving at drop off so we can ensure we can accommodate.

AGGRESSIVE – STRESSED – DIFFICULT

We will attempt and work with any pet and pet parent, despite their history, but always retain the right to alter, cease, or refuse current and future services for any pet at any time for any reason if deemed in the pet's best interest or a potential safety risk to our Team. Service charges will be assessed upon the amount of time and work done on a case-by-case basis.

PUPPY FIRST GROOMING

We do not guarantee any more than a Mini Groom (Face – Feet – Sanitary) for a puppy's first few grooming appointments. This policy is to uphold our goal in providing every pet with a pleasant and enjoyable experience to earn and maintain their trust. This does not pertain to any pet that has been professionally groomed multiple times in the past.

SENIOR – ELDERLY PETS

We will not force any pet especially one considered elderly or senior, over the age of 10 years old, through any process they are not comfortable with. All pet parents are required to fill out our Senior Pet Release before any grooming services can be rendered.

_____ PET PARENT/GUARDIAN (INITIAL)
By initialing above you agree to the above terms of grooming

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LEASH – CARRIER

We require all clients to bring their pets either on a leash, in a carrier, or in their arms. NO PETS will be left to roam the front lobby. This policy is for the safety, security, and well-being of every pet and pet parents entering or leaving our salon. We will not be held responsible for any pets that escape or get injury that are not on a leash or in a carrier.

MATTED PETS

We will not de-mat your pet’s coat if it is going to cause unnecessary stress and pain. We will require your pet to be shaved as short as necessary to remove all matting. This process can result in small scraps and nicks, due to the hair binding the skin. After mats are shaved the areas can become extremely itchy, raw, or possibly inflamed.

POTTERY ACCIDENTS

We supply potty bags, paper towels, cleaner, and disposal of all accidents that occur in our salon. But we do request all Pet Parents have their pet’s do their business outside prior to entering our salon and clean up. Any accidents that occur in our salon must be made aware of to our Team Member’s, so it may be cleaned up and not left for another client or their pet to find.

SERVICE PRICING

As we do not have a set pricing list for each breed, as each breed will have a varying difference in coat condition, texture, size, and style requesting. Our listed prices are only a reference based on the average price range based on size, but our final pricing will be determined by coat condition, pet’s behavior, breed, size, and style requesting. All estimates given over email or phone are not guaranteed pricing and the final pricing is non-negotiable and subject to change without notice.

PHOTOS

By signing our Terms of Service, you grant permission and consent to TiniRu Inc. for the use of any photograph(s) taken in our salon for presentation under any legal condition, including but not limited to publicity, copyright purposes, illustrations, advertising, and web content.

SATISFACTION GUARANTEE

We stand behind our work with a 100% satisfaction guarantee. If for any reason the Pet Parent is unsatisfied with the services provided, we will work to make it right. Any alterations to grooms must be informed within five (5) business days on any service completion date to avoid potential charges.

DISCOUNTS WE OFFER

We offer discounts for Active & Veterans of Military, Police Officers, Service Animals, and Senior Citizens. All discounts will only be given upon proof for discount requesting and does not combine with any ongoing promotions, sales, or other discounts of any kind.

ACKNOWLEDGEMENT

By signing below, I understand and agree to all terms of services and policies stated above for my pet(s) to be groomed with TiniRu Inc. I, the undersigned, agree to release TiniRu Inc, its owners, operators, employees, officers, and directors from any and all liabilities, financial, and otherwise, for injuries or claims arising from any condition of the undersigned’s pet(s), either known or unknown to TiniRu Inc., which may arise in any way from services provided or as a consequence of association with TiniRu Inc including, but not limited to, veterinarian bills. The undersigned also consent to and authorize the grooming of their pet(s), while acknowledging the risks associated with pet grooming. It is also understood and agreed upon the terms of service can change at any time, without notice, and will overwrite all prior signed contracts or releases.

I, the undersigned guest, do hereby entrust my pet(s) to TiniRu Inc. for their grooming and have read and understand and agree to the above terms and my rights and obligations for the grooming and maintenance of my pet(s) and in consideration of the grooming services of TiniRu Inc.

Pet Parent/Guardian (PRINT NAME)

Contract Date

Pet Parent/Guardian (SIGN NAME)

Contract Date

TINIRU INC. (DBA PAWSITIVELY PURRFECT)

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