

## MATTED PET

Our groomers will recommend a total shavedown if:

- A) The matting is a 4+ on a scale of 1 to 10
- B) The matting cannot be brushed out within 20 minutes
- C) Your pet reacts negatively to the attempt at de-matting

If your pet cannot tolerate brushing out mats on the body, your pet will not tolerate de-matting of the face. Your groomer reserves the right to stop the attempts and recommend a shavedown.

If you do not agree to a shavedown of your pet, the groomer will decline the groom and a trip fee will be required to be paid.

If the matting is severe, as in a 6+ on a scale of 1 to 10, the groomer may assess extra charges. Matting that is close to the skin creates risk, will require extra time to work through the mats and often dulls our tools. Shaving a matted pet may expose health conditions that you did not see under the coat such as scabs, poor skin health or open sores. Shavedowns can also cause post-groom irritations, especially in sensitive areas. It is important to keep your pet from licking, chewing, rubbing or scratching.

Shavedowns are not pretty when completed, but hair grows back. Shaving off matting will help your pet's skin and coat will return in a healthier state in a few weeks. We will not refund groom fees if you are unhappy with the appearance of your pet after a shavedown. Shavedowns are done to start a healthy return of the coat and skin. Please commit to daily brushing of your pet to avoid a problem with matting.

De-matting charges: \$5 – \$30 extra for a shavedown if matting is a 5+ on a scale of 1 to 10.

Please, ask your groomer about matting procedures before agreeing to a shavedown.

Matted Pet- the owner agrees to a shavedown:

Name:

Address:

Date:

Sign: