

Our policy

Shadows Pet Services, LLC

- Pet come first therefore we will treat each one humanly.
- Our services are by appointment only.
- We Strongly encourage you to rebook your next grooming appointments in cycles to ensure availability.
- You have 48 hours to cancel or reschedule most grooming appointments without incurring a fee.
- A fee of half the missed appointment will be charged. This fee must be collected before we will reschedule any future appointments. If you need to cancel/reschedule an appointment you may use our voicemail 24 hours a day.
- We will not demat a pet that is badly matted and has not been properly maintained. We believe extreme dematting is inhumane treatment for your pet. In this case, we will strip/shave down your pet by going underneath the mats this will be a very close to the skin. We will try to preserve any parts of the coat where possible while making your pet more comfortable and as attractive as possible. A stripping release is required for this procedure.
- We reserve the right to refuse to provide services to any pet that has behavioral issues that may affect your pet's safety and our safety.
- If your pet has fleas or has be scratching a lot (signs of possible infestation) let us know at time of booking so you can be scheduled at end of day other wise you may be charge a fee for having to reschedule all pet scheduled after your pet. In order to sanitize and/or remove flees from vehicle.
- If you are not happy with our services for any reason, please do not hesitate to contact Shadows Pet Services, LLC and have us resolve issue to the best of our ability. We do not refund money for services.
- Payment of services is expected at the completion of our services. We accept cash, money orders and credit cards.
- Customers that board Mobile Unit do so at own risk. We are not reasonable for any slip and falls from our unit or other accidents that may occur while on board vehicle.
- Are policies change from time to time it is your responsibly to check and make sure you are still in agreement of policies before booking your next appointment.
- By signing your pet in at check in you are agreeing to these terms.