



Matting

- In the event that your pet's coat needs to be clipped down to release it from matting or coat neglect, The Spawted Dog LLC, its employees, representatives and owner are not liable for any post-grooming effects of this process, which is not without risks such as skin redness and sensitivity.
- Any humane de-matting will be undertaken solely at The Spawted Dog LLC's discretion, in a way that protects the dog from pain, injury and suffering. De-matting during a routine groom is limited to a maximum of 15 minutes and is only possible if the matting is minimal. For severely matted coats where de-matting isn't possible, the only humane way to relieve the pain and/or discomfort associated with the matting/ impacted coat is to shave off the coat.
- We are not responsible for any pre-existing conditions due to a matted coat.
- We reserve the right to refuse service or stop in the middle of the grooming process for any pet with severe matting issues that goes beyond the scope of our expertise, pet behavior or temperament for any reason.

Shaving

Shaving a pet often exposes pre-existing skin conditions or sores. Shaving may cut or irritate the skin.

Post-shave effects are temporarily unattractive, unpleasant or uncomfortable. But your pet will be starting the process to regain a healthier skin and coat.

We do not pay vet bills for eye and skin irritations, skin rashes, cuts, repairing broken skin due to scratching, licking, chewing, or pets that shiver/hide. These are common responses to shave downs.