



Fluff 'n Buff

☎ 079 352 2614

✉ info@fluffnbuff.co.za

🌐 www.fluffnbuff.co.za

📍 2 Komga St, Willow Glen,
Gqeberha, 6025

Fluff 'n Buff

Terms of Service

1. Definitions

- **Client:** The owner or person responsible for the dog(s) being groomed at Fluff 'n Buff.
- **Dog:** Any canine animal brought to Fluff 'n Buff for grooming services.
- **Grooming Services:** Any and all services provided by Fluff 'n Buff, including bathing, brushing, combing, trimming, styling, and nail trimming.
- **Incident:** Any event that occurs during grooming services that results in injury to the dog, the client, or a Fluff 'n Buff employee.

2. Liability

- Fluff 'n Buff will take all reasonable care to ensure the safety and well-being of all dogs entrusted to its care. However, Fluff 'n Buff cannot be held liable for any injuries or illnesses sustained by dogs during grooming, unless such injuries or illnesses are caused by the negligence of Fluff 'n Buff.
- The Client agrees to indemnify Fluff 'n Buff for any and all losses, damages, and costs incurred by Fluff 'n Buff as a result of any claim or action brought against Fluff 'n Buff arising out of the grooming services.

3. Incident Report

- In the event of an Incident, Fluff 'n Buff will immediately notify the Client and provide a full written report of the incident within 24 hours.
- The Client agrees to cooperate with Fluff 'n Buff in any investigation into the Incident.

4. Permission

- The Client grants Fluff 'n Buff permission to take photographs and videos of the dog during grooming services. Fluff 'n Buff may use these photographs and videos for marketing and promotional purposes.
- The Client grants Fluff 'n Buff permission to seek emergency veterinary care for the dog if necessary. Fluff 'n Buff will make every effort to contact the Client before seeking emergency veterinary care, but if the Client cannot be reached, Fluff 'n Buff will use its discretion to seek emergency veterinary care in the best interests of the dog.

5. Payment

- Payment for grooming services is due in full upon completion of the services.
- Fluff 'n Buff accepts cash, credit cards, and debit cards.



Fluff 'n Buff

☎ 079 352 2614

✉ info@fluffnbuff.co.za

🌐 www.fluffnbuff.co.za

📍 2 Komga St, Willow Glen, Gqeberha, 6025

6. Collection

- If the Client fails to pick up the dog(s) within 12 hours of the scheduled grooming appointment, Fluff 'n Buff will charge a storage fee of R300 per day, per dog.

7. Abandonment

- If the Client fails to pick up the dog for more than 7 days, the dog will be deemed abandoned.
- Fluff 'n Buff may rehome any abandoned dog.

8. Power Breeds

- Fluff 'n Buff reserves the right to refuse to groom dogs of certain breeds, including but not limited to Rottweilers, Pit Bulls, and German Shepherds.

9. Undertakings

- The Client undertakes to:
 - Inform Fluff 'n Buff of any known health conditions or allergies of the dog.
 - Provide Fluff 'n Buff with all necessary proof of vaccinations and flea and tick prevention for the dog.
 - Keep the dog up-to-date on all necessary grooming appointments.
 - At all times, notify Fluff 'n Buff of any dangers associated with the pet(s). Fluff 'n Buff reserves the right to refuse any pet that Fluff 'n Buff deems aggressive. Any and all aggressive behaviour by a dog may be defined as such by Fluff 'n Buff's discretion.

10. Emergency Medical Authorisation

- The Client authorises Fluff 'n Buff to seek emergency veterinary care for the dog if necessary, even if the Client cannot be reached. The Client agrees to be responsible for all costs associated with emergency veterinary care.

11. Indemnities

- The Client agrees to indemnify Fluff 'n Buff for any and all losses, damages, and costs incurred by Fluff 'n Buff as a result of any claim or action brought against Fluff 'n Buff arising out of the grooming services, including but not limited to claims for injuries or illnesses sustained by the dog, the client, or a Fluff 'n Buff employee.

12. General

- These Terms of Service constitute the entire agreement between the Client and Fluff 'n Buff and supersede all prior agreements, representations, and understandings between the parties, whether written or oral.
- Any modifications to these Terms of Service must be in writing and signed by both parties.
- If any provision of these Terms of Service is held to be invalid or unenforceable, such provision will be struck from these Terms of Service and the remaining provisions will remain in full force and effect.
- These Terms of Service will be governed by and construed in accordance with the laws of South Africa.