

1.

I, Rachel Cornelia Rossouw, a female and law obeyed South African citizen, with ID number 7001030025085 state herewith under oath to express the immense trauma and distress we as a family and our beloved Persian female cat, Ziah experienced due to the actions of Petworld Somerset West, Grooming facility.

2.

I am stating the following in writing to provide a factual and detailed account of the events surrounding their grooming facilities which subsequently led to our cat's health issues which eventually led to her death.

3.

Ziah was a **VERY HEALTHY** purebred, fully registered Red Point female Persian cat- **see Annexures A1 and A2**. As devoted animal lovers, we treated Ziah, like we do with all our other animals as an integral part of our family.

4.

Ziah was a healthy cat, just over 10 years old and I took her every 4 to 6 months for her grooming at Petworld in Somerset West. This grooming included washing, nail trimming, and a hygiene cut to maintain her beautiful white fur in optimal condition. Ziah was **NEVER SICK** and her veterinarian record is proof thereof.

5.

Over the past year, however, I noticed a significant decline in the quality service and condition of the grooming facilities at Petworld, Somerset West.

6.

In the past, I could directly contact the grooming section to book appointments, and my animal and I was welcomed by the attendant at the grooming facility's front desk, but this became increasingly difficult.

7.

For more than a year, I had to book through the retail section as the grooming division doesn't answer the phone calls any longer, nor do they have someone at the grooming facility's front desk to receive the animal personally before handing the animal over to the groomer.

8.

Upon arrival for her grooming appointment on **July 4th**, I found the facility really very poorly staffed. Not even was the groomer present to assist me immediately, I had to enter the grooming facility and had to walk right through to the back where I found the groomer sitting in his chair playing on his phone, so that I could hand Ziah over, still in her crate, to him. He was clearly distracted, unfriendly and very unprofessional.

9.

When I retrieved Ziah after her grooming session, I drove back to Stellenbosch where we live, with Ziah still in her crate. I was shocked to find her in a very poor condition: she

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was still wet, her nails were untrimmed, and her fur was unbrushed with noticeable knots.

10.

A few days later, she began scratching and grooming herself excessively, which prompted me to contact Adriana, a manager at Petworld. After I expressed my concerns, Adriana was very sorry to hear about our experience and ensured me that she will have a serious talk with Edgar the groomer who has been causing the company apparently 'a lot of damage'. Adriana suggested I bring Ziah back for another grooming session, free of charge. The first opening we could get was scheduled for **July 23rd**.

11.

Upon my return, I learned that Adriana was off that day, and **Edgar the groomer, from the previous appointment, had been dismissed**. Another manager Cayleigh introduced me to another groomer. I explained the situation to Victor, the new groomer, and pointed out to him and Cayleigh the manager all the areas where Ziah was scratching and the knots in her hair which her excessive grooming and scratching has caused. I suggested that she might not have been washed or rinsed properly during the previous grooming session and requested a winter cut to enable the groomer to remove the knots.

12.

After her second grooming session, we drove back home and I again found Ziah in a **deplorable state**. My husband witnessed the poor grooming, which included **raw skin under her chest** from an apparent very sharp blade/shaving injury. I attempted to contact Adriana, but she was unavailable.

13.

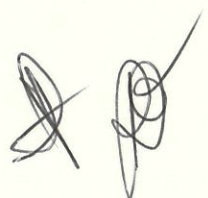
A couple of days passed and I didn't see any relief nor progress regarding Ziah's discomfort. I then took Ziah to Vet World on **August 11th**, the vet next door to Petworld Somerset West, where the veterinarian Dr Noelle, whom stood in for Dr Omar, (who normally took care of our animals for their annual vaccinations), indicated Ziah likely had a skin/bacterial infection and provided topically treatment as she discovered Ziah had open sores on her skin when she shaved Ziah's hair off, specifically over the visibly irritable areas, mostly her upper body- **see Annexures B1 – B6**.

14.

She gave Ziah antibiotics + cortisone injections and prescribed daily medicated baths and F10 Disinfectant spray to keep the sores clean.

15.

I walked across to Petworld to see Adriana in this regard and to speak to Victor the groomer. I was then informed that Adriana has left the company and Basson another manager came to the front to speak to me.

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16.

I pointed out to Basson Ziah's condition, as Ziah was still with me in her crate. I questioned the condition of their grooming facilities and their groomers' capability. I asked pertinently why the groomer, Edgar who attended to Ziah, has been dismissed in the first place?

17.

Basson didn't want to answer me for obvious reasons? Basson was also very defensive and he basically brushed me off, claiming that Ziah was well taken care of by his highly trained groomer/s and that Victor the second groomer noticed sores on Ziah's skin and apparently called Cayleigh, the other manager, to point the sores out to her. However I find it very strange that nobody at Petworld felt that it was not necessary nor important enough to bring their 'findings' under my attention.....? Were the 'sores' too insignificant and/ or not important enough to share the information with me, the owner of the animal Ziah?

18.

I asked Basson why didn't Victor brought any of what he 'noticed' during Ziah's grooming session under my attention, when I collected Ziah from Victor after her grooming session. Again Basson preferred not to answer me and Basson took the vet bill from me and advised that he will forward the bill on to their Customer Care division but cannot promise anything.

19.

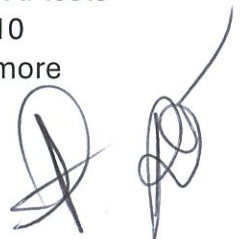
Despite my efforts to resolve Ziah's condition, her health continued to deteriorate, leading to multiple vet visits- **see Annexure C1**. On **August 15th** Ziah had a follow-up consultation at Vet World and Dr Noelle gave her another injection. Once again I walked across to Petworld to hand the 2nd bill to Basson- I then learned that **Victor the 2nd groomer has also been dismissed**. Which raised major concerns, as both groomers were dismissed, a few weeks apart from one another and one of their managers, Adriana has also left the company.

20.

On **August 21st**, we took Ziah back to Vet World Somerset West for the 3rd time. On that day Dr Omar was back in practice. He did the Woods Lamp test on Ziah and discovered Ziah had ringworm spores, and I was instructed to quarantine her immediately because we had other animals at home and this fungi is highly contagious for humans and for animals. This resulted in extensive disinfecting and cleaning of our entire house, a significant financial burden, as we have Persian Carpets throughout our house which can only be cleaned professionally. At that time our direct expenses re Ziah's treatment/s totalling just under R20,000 to date.

21.

Another few days passed and Ziah didn't get any better, I then took her for a second opinion to Vetscape in Paarl on **August 25th**. The veterinarian Dr Lauren did blood tests and the results came back normal. She then prescribed Sporanox orally and F10 topically treatment including a daily medicated bathing routine and gave Ziah more



injections. Unfortunately Ziah reacted negatively on the treatment and ended up with severe diarrhoea– in the process she lost her appetite completely, so much so that she lost 500gr of her entire body weight of 2.8kg, just in 1 week- **see Annexures D1 – D3**.

22.

On **August 30th** I took her back to Vetscape for another assessment. Dr Derette took care of Ziah on the day and did a skin biopsy and a hair plug sample for further testing. We waited more than 3 weeks for the biopsy results to return from the laboratory. The lab results indicated severe skin distress and bacterial infection- **see Annexures E1 and E2**.

23.

On **September 22nd** I took her back to Vetscape to see Dr Derelle once again. Dr Derelle did the Woods Lamp test on Ziah's skin and discovered Ringworm spores. Dr Derelle gave Ziah another antibiotic injection and a light cortisone injection. After further complications, Ziah's health issues culminated into a critical state, leading to constant vomiting.

24.

In the early morning hours of **September 25th** I found Ziah in her bedroom with blood coming through her nose and blood plasma (the size of my hand), under her skin on the right hand side of her body- **see Annexure F1** I called Vetscape and reported Ziah's condition as an emergency case and rushed off with Ziah back to Vetscape.

25.

Dr Derelle assessed Ziah and her diagnosis wasn't good. Her observation was that Ziah most probably suffered from kidney failure and/ or her immune system collapsed as she found the same mass of blood under Ziah's skin on the left hand side of her body. Dr Derelle made it clear that she cannot guarantee that Ziah's body/immune system was strong enough to endure any surgery to try and discover/search for the cause of the internal bleeding and/ or try and found where the internal bleeding originated from. Dr Derelle confirmed that Ziah was suffering tremendously and advised that we put her to sleep.

26.

I hold Petworld **directly responsible** for the negligence in Ziah's grooming and the resulting health issues. The lengthy period of her illness of nearly 3 months ultimately led to her death on **September 25th**.

27.

I have been in communication with Petworld's customer service, specifically Vanessa Le Roux, Petworld's Brand Communications Specialist and have detailed Ziah's ongoing situation/condition and our expenses over the above mentioned period via email correspondence.

28.

Vannessa suggested a meeting with their COO, as their COO, Mr Hans de Sutter wanted to see me. I agreed to meet with him and we met that Saturday morning, after Ziah's

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passing, in Stellenbosch. During our meeting I gave Mr De Sutter a detailed rundown of our entire experience and expressed my dissatisfaction with Petworld's grooming facility which caused the great loss of our dear animal, never mind the major suffering she had to endure for nearly 3 months, and the trauma we as a family had gone through, to see her deteriorate in front of our eyes and the fact that she was going through so much pain and suffering, was very traumatic for us. I requested compensation for at least our direct expenses, totalling R25,612.85- **see Annexures G1 and G2** as **NO MONEY** will ever be enough and/ or can bring our Ziah back.

29.

During our meeting I made it very clear that Ziah has always been an indoor cat. The **only** 'other' place she went to, (besides inside our house), was to Petworld's Grooming parlour.

30.

Further to this, if we had the highly contagious fungi at home, the spores would have contaminated our other animals too, which wasn't the case.

31.

Mr de Sutter argued that we cannot prove Ziah contracted the bacteria/ringworm fungi in their facilities as Ziah is the 'first' reported case in this regard and that Petworld never had bad reports regarding their grooming facilities before. Mr de Sutter then offered R17,000 as a maximum payout without proof of liability, based on that I will be willing to sign their confidentiality and non-disparagement agreement.

32.

I left the meeting with the document and felt that I wasn't heard, as Petworld wasn't prepared to at least accept full responsibility/liability for the loss of our cat. They were only prepared to accept liability to a certain extent- which was based on their terms and conditions.

33.

After discussing this with my husband and considering their maximum 'offer' we founded this unacceptable given the circumstances and the impact this entire matter had on Ziah's life.

34.

Despite my persistence in seeking resolution, Mr de Sutter reverted back to me with; In this case he suggests I get hold of their financial manager who can put me in contact with their liability insurer and that I deal directly with their broker and try and claim our full amount through their insurer.

35.

The great loss and ongoing negativity reached a point where it just overwhelmed us as a family and I opt to accept his (Petworld's) offer of R17,000.00 including signing their confidentiality and non-disparagement agreement-**see Annexures H1 – H3** in an effort to put this ordeal as soon as possible behind us, thereafter communication from Petworld ceased entirely.

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36.

Their lack of responsiveness has led me to further investigate their practices and I discovered numerous negative reviews regarding their services and grooming facilities, not only on their own website, but also on Hello Peter's website- contra to Mr de Sutter's claim that we were the only case- **see Annexures I1 – I5** .

37.

I've also learned over the past few weeks that Petworld Somerset West has closed their Grooming facility. When you try and book a grooming session they offer the 'excuse' that their facilities are closed due to the fact that they don't have any groomers.

38.

Further to the above; Throughout my research, investigations and the knowledge and information I received from highly recommended Persian Breeders and CASA (Cat Associations of South Africa) I learned that Persian cats, like other breeds, can be 'carriers' of ringworm fungi, specifically the species *Microsporum canis*. They can indeed harbour the fungus without showing visible signs of infection, which makes it challenging to identify potential carriers.

39.

Furthermore factors such as **stress, trauma, or a weakened immune system** can increase the likelihood of the fungi becoming 'active' and causing clinical signs of ringworm. However, it's important to note that not all cats exposed to stress or anxiety will develop an active infection; individual responses can vary, based on several health and environmental factors.

40.

I am hundred percent convinced and I truly believe that the **TRAUMA** and the **PHYSICAL ABUSE** Ziah endured at Petworld Somerset West's Grooming parlour 'triggered' the fungi in Ziah's body, as her immune system deteriorated because of the severe bacterial skin infection she initially contaminated. I attached both Vet reports- **see Annexures J1 – J3**

41.

In the light of these events, I am reaching out to the SPCA for assistance in bringing this matter to light.

It is CRUTIAL that Ziah's case brings Petworld to terms and that her story be shared to honour her memory and to seek justice for the treatment she (and other animals) endured in Petworld's facilities.

PETA (People for Ethical Treatment of Animals) could also assist us in this regard.

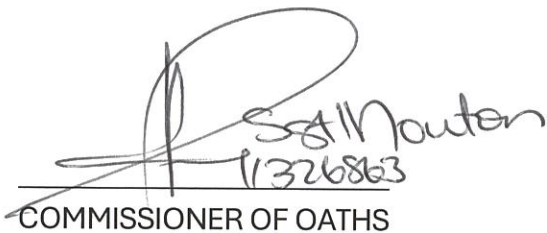
ANIMAL CRUELTY is COMPLETELY UNACCEPTABLE!!!

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Rachel, Cornelia Rossouw

SIGNED AND SWORN TO BEFORE ME AT STELLENBOSCH ON THIS 29 DAY OF October 2025, THE DEPONENT HAVING ACKNOWLEDGED THAT THE DEPONENT KNOWS AND UNDERSTANDS THE CONTENTS OF THIS AFFIDAVIT, THAT THE DEPONENT HAS NO OBJECTION TO TAKING THE OATH AND THAT THE DEPONENT CONSIDERS THE OATH AS BINDING ON THE DEPONENT'S CONSCIENCE



Sgt Mouton
11326863
COMMISSIONER OF OATHS

FULL NAME: Azole Mouton

BUSSINESS ADDRESS: 23 Du Toit
Street, SABS
Stellenbosch

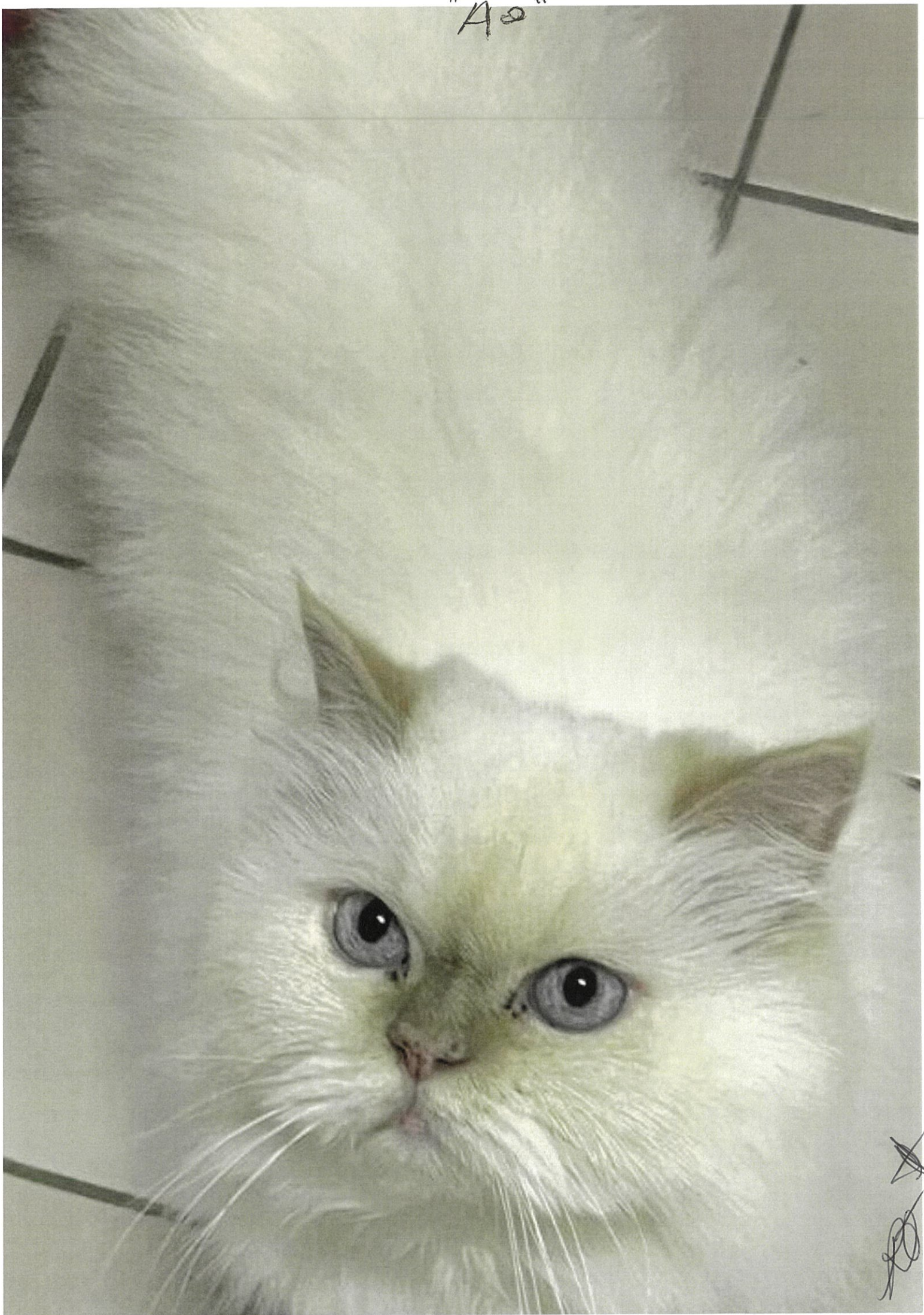


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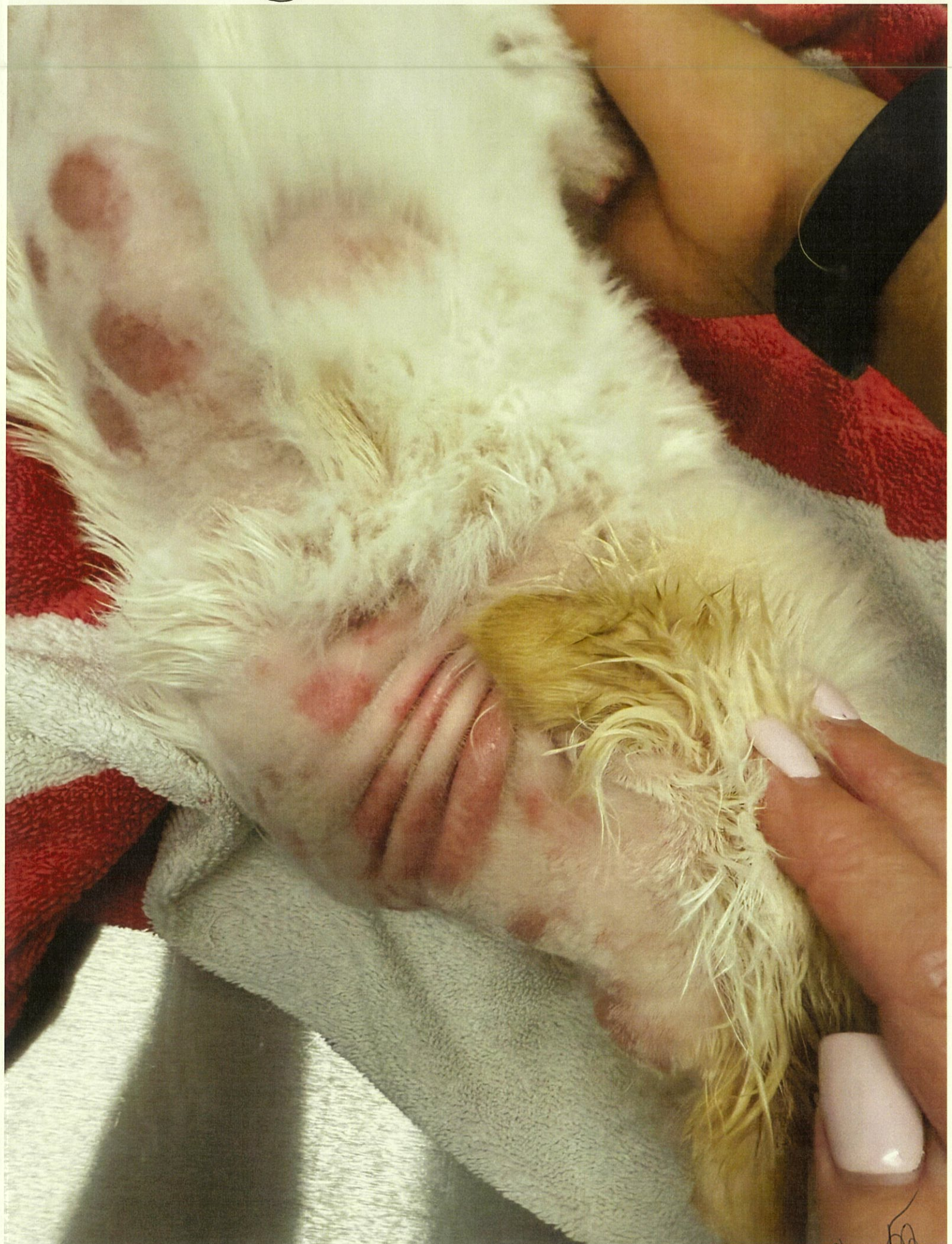
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DP

"E1"



www.wemmerslab.co.za

Tel: 021 001 0099

PO Box 247, Simondium, 7670

18/09/2025

Wemmershoek Diagnostic Laboratory Results Sheet: FINAL Histopathology results for Ziah (Feline)

Sample ID	Date received	Client Name	Tel.	Sample Type	Test(s)
WDC251491	30/08/2025 (collected on 30/08/2025)	Rachel Rossouw (Vetscape - Dr Derrette Kotze)		Tissue in formalin	Histopathology SG12B

Sample List: 1 container.

History: Severe dermatitis, previously diagnosed with ringworm based on woods lamp only. Severe Alopecia over dorsal back. Been on F10 treatment for a week. Would like to re-evaluation on histopathological level.

Macroscopy:

Histopathology results:

The tissue sample has sub-optimal orientation, and the epidermis is not included. I have asked the laboratory to reorient it and will report by addendum; once it is available.

The section comprises superficial dermis-which shows marked neutrophil and eosinophil rich leukostasis, with occasional exudation into the interstitium.

Scattered perivascular mast cells are also seen.

Cross-sections over the distal aspects of hair follicles, with intact hair shafts were seen, but no convincing evidence of folliculitis/fungal elements could be demonstrated.

[I will revisit these areas on the re-oriented sample to confirm this observation.]

The tissue was reoriented, with epidermis included this time. The epidermis is hyperplastic, with regional ulceration and serocellular exudation. The superficial crust contains serum, neutrophil rich mixed inflammatory cells, and scanty coccoid-shaped bacteria.

The underlying dermis contains abundant mast cells and eosinophils, often arranged around blood vessels (perivascular).

The hair follicles are mostly devoid of hair shafts (possibly self-induced), but there is no convincing evidence of inflammation involving the hair follicles - folliculitis/perifolliculitis.

Comments:

The histological reaction pattern, in conjunction with the clinical history, is consistent with allergic dermatitis, suggestive of a Type I (immediate) hypersensitivity reaction.

Additional findings include epidermal ulceration and spreading superficial pyoderma, indicative of secondary bacterial colonization.

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"E2"



www.wemmerslab.co.za

Tel: 021 001 0099

PO Box 247, Simondium, 7670

No convincing evidence of folliculitis or perifolliculitis was observed, which may argue against a dermatophyte-associated etiology, although sampling limitations or lesion chronicity may influence detectability.

The differential diagnosis for type I allergic dermatitis in cats includes flea allergy, food allergy, drug reaction, atopy, contact allergy, and allergy to surface mites and other biting arthropods, such as insects. The distribution of lesions may assist in differentiation. In flea allergy dermatitis the lesions are often localised to the neck, dorsum or tail base, though in severe cases the lesions may be generalised. In food allergy dermatitis, the lesions are non-seasonal and often localised to the head and neck and may be intensely pruritic. In food allergy, there may also be less of a response to corticosteroid treatment.

While grossly similar skin lesions of miliary dermatitis may be seen uncommonly in staphylococcal folliculitis and dermatophytosis, in this particular case there is no evidence of a folliculitis or fungal elements.

FINAL Diagnosis:

Skin biopsy:

**MILIARY DERMATITIS,
WITH SECONDARY SPREADING PYODERMA**

PRELIMINARY Histopathology analysis performed by: **Dr. Sophette Gers**
Specialist Veterinary Pathologist.

BVSc, MMedVet(Path), Dipl. ACVP

Wemmershoek Diagnostic Laboratory

Veterinary accredited facility LF19/16115

Registered veterinary technologists:

Mr. Colin Matshika [NDip (Vet Tech), Veterinary Technologist SAVC registration no. T22/16420]

Ms. Corneli Joubert [BTech (Vet. Tech), Veterinary Technologist, SAVC registration no. T08/6866]

Mr. Matome Molokomme [BTech (Vet Tech), Veterinary Technologist, SAVC registration no. T25/20426]

Ms. Onalenna Motau [NDip (Vet Tech), Veterinary Technologist, SAVC registration no. T22/15590]

Ms. Tebatso Lesufi [NDip (Vet Tech), Veterinary Technologist SAVC registration no. T24/16437]

"F"



"G1"

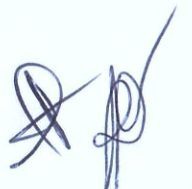
CLAIM – PET WORLD

- 04/07/2025 PET WORLD visit Grooming Expense: Wash and Groom with a Hygiene Cut - **R269.00**
TRAVEL expense (25km from Stellenbosch to Somerset West and 25km back = 50km) @R4.47/km AA Rates = **R223.50**
- 23/07/2025 PET WORLD visit Grooming: Repeat Wash and Groom with a Hygiene Cut including removing all the hair knots that occurred **No charge** as this was a repeat-wash, groom and hygiene cut
TRAVEL expense (25km from Stellenbosch to Somerset West and 25km back = 50km) @R4.47/km AA Rates = **R223.50**
- 11/08/25 VET WORLD visit - **R1,785.00**
TRAVEL expense (25km from Stellenbosch to Somerset West and 25km back = 50km) @R4.47/km AA Rates = **R223.50**
- 13/08/25 DIE BOORD VET purchase - **R189.30**
- 15/08/2025 VET WORLD visit - **R1,717.50**
TRAVEL expense (25km from Stellenbosch to Somerset West and 25km back = 50km) @R4.47/km AA Rates = **R223.50**
- 21/08/2025 VET WORLD visit - **R715.00**
TRAVEL expense (25km from Stellenbosch to Somerset West and 25km back = 50km) @R4.47/km AA Rates = **R223.50**
- 23/08/2025 Die BOORD VET purchase - **R102.05**
- 24/08/2025 DISCHEM purchase - **R205.98**
- 24/08/2025 DISCHEM purchase - **R149.99**
- 25/08/2025 VETSCAPE visit - **R1,981.30**
TRAVEL expense (28km from Stellenbosch to La Paris Farm, Paarl and 28km back = 56km) @R4.47/km AA Rates = **R250.32**
- 25/08/2025 DISCHEM purchase - **R119.99**
- 25/08/2025 CLICKS purchase - **R80.00**
- 26/08/2025 CATS & DOGS purchase - **R449.95**
- 26/08/2025 CATS & DOGS purchase - **R99.95**
- 27/08/2025 VETSCAPE visit - **R228.00 + R714.40**
TRAVEL expense (28km from Stellenbosch to La Paris Farm, Paarl and 28km back = 56km) @R4.47/km AA Rates = **R250.32**

"G 2"

- 30/08/2025 VETSCAPE visit - R4,956.20
TRAVEL expense (28km from Stellenbosch to La Paris Farm, Paarl and 28km back = 56km) @R4.47/km AA Rates = **R250.32**
- 02/09/2025 DIE BOORD VET purchase - R176.40
- 02/09/2025 Expense of PROFESSIONAL CLEANING/DISINFECTING of PERSIAN CARPETS - The Persian Carpet - R6,666.00
- 04/09/2025 TAKEALOT purchase - R390.00
- 22/09/2025 VETSCAPE visit - R681.14
TRAVEL expense (28km from Stellenbosch to La Paris Farm, Paarl and 28km back = 56km) @R4.47/km AA Rates = **R250.32**
- 22/09/2025 DIE BOORD VET purchase - R167.00
- 25/09/2025 VETSCAPE visit - R1,400.00
TRAVEL expense (28km from Stellenbosch to La Paris Farm, Paarl and 28km back = 56km) @R4.47/km AA Rates = **R250.32**

TOTAL R23,178.15



" H1 "

CONFIDENTIALITY & NON-DISPARAGEMENT AGREEMENT

This Confidentiality & Non-Disparagement Agreement ("Agreement") is made and entered into as of 27 September 2025 ("Effective Date"), by and between:

Petworld & Vetworld (Pty) Ltd ("Company"), and Reinette Rossouw ("Recipient").

Collectively referred to as "the Parties."

1. CONFIDENTIAL INFORMATION & RESTRICTED TOPICS

1.1. "Confidential Information" includes any statements, allegations, descriptions, or communications (written, oral, electronic, social media, print, or any other form) made or to be made by Recipient regarding the events involving her cat Ziah (Persian Cat) and the Company, Petworld, Vetworld, or any associated entity or individual.

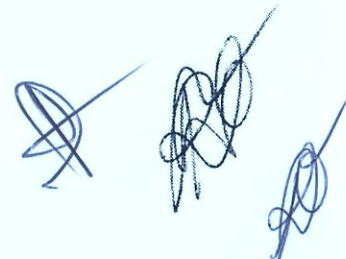
1.2. The Recipient agrees that they shall not, directly or indirectly, disclose, publish, republish, communicate, repeat, or otherwise make known any part of such Confidential Information to any person, organization, platform, or medium, and that they shall ensure that no person or entity acting on their behalf, directly or indirectly, make or cause to be made any statement, whether oral or written, public or private, that is intended to or could reasonably be expected to disparage, defame, or otherwise harm the reputation, image, or goodwill of the Disclosing Party, its affiliates, officers, directors, employees, or agents.

1.3. The Recipient further agrees not to make any negative or accusatory statements about the Company, its employees, directors, agents, or affiliates, in relation to the incident or otherwise, in any forum or medium. This prohibition applies regardless of the truth or falsity of any such statement. For the avoidance of doubt, this clause shall apply to any statement that could reasonably be interpreted as critical, derogatory, or negative, whether or not the statement is factually accurate or based on personal opinion.

1.4. This obligation applies to the Recipient and to any person or entity acting on their behalf, including but not limited to agents, representatives, affiliates, or assigns.

2. DURATION

This Agreement and Recipient's obligations under it shall remain in effect indefinitely, until such time as the Parties mutually agree in writing to terminate it.



" H2 "

3. REMEDIES & CONSEQUENCES OF BREACH

3.1. Liquidated Damages: If Recipient breaches any of the obligations in this Agreement, she shall pay the Company R25,000 (Twenty-Five Thousand Rand) per infringement as liquidated damages, within 14 days of written demand.

3.2. Additional Damages / Indemnity: In addition to the R25,000, the Recipient shall indemnify and hold harmless the Company for any further losses, damages, liabilities, or costs (including loss of business or reputational harm) arising from or related to the breach, to the extent that such damages exceed the liquidated amount.

3.3. Injunctive Relief / Specific Performance: The Company shall be entitled, without the necessity of proving actual damages or posting security, to seek immediate injunctive or equitable relief in court to prevent or restrain any threatened or ongoing breach of this Agreement, in addition to any other remedies available.

3.4. Legal Costs & Attorney's Fees: If the Company must enforce this Agreement by legal action, the Recipient shall be responsible for all reasonable legal costs, attorney's fees, and court expenses incurred by the Company in such enforcement.

4. COMPENSATION

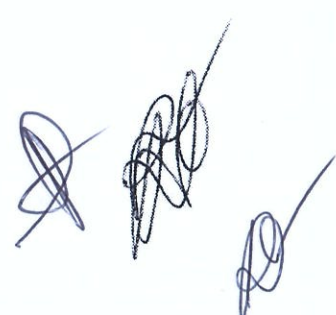
4.1. In full and final settlement of any and all claims, losses, expenses, and costs allegedly incurred by the Recipient in relation to the incident involving her cat, including but not limited to veterinary consultations, treatments, and related expenses, the Company agrees to pay the Recipient a once-off amount of R 17,000-00 ("Settlement Amount"). *(Seventeen Thousand Rand)* 

4.2. The Settlement Amount shall be paid within ~~14 (fourteen) days~~ *Immediate Payment (Real Time)* of the Effective Date of this Agreement, into the bank account nominated in writing by the Recipient. 

Bank Account: *The Bio Lab - FNB - Stellenbosch - 62695624*

4.3. The Recipient acknowledges and agrees that the Settlement Amount is accepted as a fair and final resolution of the matter, and that upon receipt of payment, she shall have no further claims of any nature whatsoever against the Company, its employees, directors, agents, or affiliates arising from or related to the incident. *504* 

5. MISCELLANEOUS



5.1. Severability: If any clause or portion of this Agreement is held invalid or unenforceable by a court of competent jurisdiction, that clause shall be deemed severed, and the remainder of the Agreement shall remain in full force.

5.2. Waiver: Failure by the Company to enforce any right or remedy under this Agreement shall not constitute a waiver of future enforcement of that or any other right or remedy.

5.3. Amendments: No amendment, waiver, or modification of this Agreement shall be effective unless in writing and signed by both Parties.

5.4. Entire Agreement: This Agreement constitutes the entire agreement between the Parties with respect to its subject matter, and supersedes all prior agreements or understandings (written or oral) relating to such subject matter.

5.5. Governing Law & Jurisdiction: This Agreement shall be governed by the laws of South Africa. Each Party consents to the jurisdiction of the courts of South Africa for any dispute arising under this Agreement.

5.6. Execution in Counterparts: This Agreement may be executed in counterparts (including by electronic signature), each of which shall be deemed an original but all of which together shall constitute one and the same instrument.

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the Effective Date:

For: Petworld & Vetworld (Pty) Ltd	For: Reinette Rossouw
 Authorised Signatory	 Recipient Signature




**Cassandra Snyman**

7 reviews · 3 photos



★★★★★ Edited 3 years ago

I would not recommend anyone take their dogs for grooming at this place. From the first time I looked through the grooming window the **demeanor of one of the male groomers made me uneasy**. Every time I took my dog for a groom she became more and more afraid to enter the building and she also walked with her head tilted to the side for about a week afterwards (perhaps they got water in her ears every time?). Low and behold today **she was cut by the male groomer so bad that she needs to get stitches**. This is not the first case of dogs that are visibly distressed after having been groomed here.



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Home



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Notifications



Activity



**Belinda Dannhauser**

4 reviews



★★★★★ 6 months ago

Grooming personnel are not interested in the well-being of your pet. Just witnessed a distressed dog and very upsetting when you as customer try to shop with this in the background. When I mentioned it to the management of the store, they agreed that one of the personnel members, did not like dogs and don't want to work in the grooming area. I hope Petworld will consider urgently to address this or close the parlour. Very very bad reflection on a business allowing this, not only for the well-being of the pets but the staff member as well.

**Petworld XXL Somerset West (owner)**

6 months ago

Dear Belinda, I have heard you loud and clear, and I want to express how deeply sorry I am for the distressing experience you had in our store. The cries of an unhappy dog are heartbreaking to witness, and I completely understand why this affected you so.

Please know that I am taking this extremely



Home



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Notifications



Activity



**Theresa Bowles**

14 reviews · 1 photo



★★★★★ 4 months ago

We've taken our dog to Petworld for grooming three times, but the last two visits raised serious concerns. After her appointment on 23 May, she became withdrawn, snappy, and was later diagnosed with a severe rash and sores, requiring antibiotics. A colleague had the same experience with her dog after grooming at Petworld. We're questioning the hygiene of equipment or use of products, especially since our dogs are on NexGard. Sadly, we won't be returning and urge Petworld to investigate their grooming practices for the safety of all pets.

**Petworld XXL Somerset West (owner)**

4 months ago

Dear Theresa, Thank you so much for your heartfelt message and for your willingness to work with us in resolving what went wrong. I can't tell you how much I appreciate the time you've taken to share detailed information, and more importantly, your trust in giving us the opportunity to address this properly.



Home



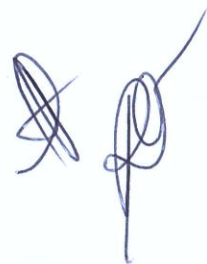
Search



Notifications



Activity



**Zannelieze Roeloffze**

3 reviews



★★★★★ 5 months ago

Took our dog to be groomed and she came home with a nicked and shaved anus—yes, you read that right. Not only is she clearly in pain (won't eat, scooting constantly), but the lack of care and attention is shocking. This isn't just a bad haircut—it's a health issue caused by negligence.

To make matters worse, we were charged a "late pickup" penalty without any prior warning. No mention of a time limit when we dropped her off, no heads-up when they phoned to say she was ready. Just an extra charge slapped on the bill—very professional, right?

If you care about your pet's wellbeing, I strongly suggest looking elsewhere. We trusted you with our dog's health and safety, and that trust has been completely broken.

**Petworld XXL Somerset West (owner)**

5 months ago



Home



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Notifications



Activity



**Jade**

3 reviews · 10 photos



★★★★★ a year ago

Went to get my dogs nails Cut. I told the workers he needs two people to be held as he is Wiggly. They cut the wick of his nails way too short that it's still bleeding an hour later. They laughed as I stood there trying to comfort my dog. This is horrible to see and am very upset. By dog is my baby so why would I let anyone hurt him. This is just one of the paws



3



Photo 1 of 3



Home



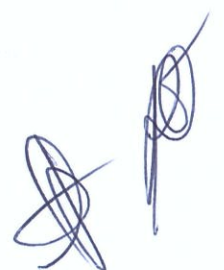
Search



Notifications



Activity



"J1"



Dr Omar Mehtar

Veterinarian/Owner

213 Jigger Avenue
The Pines, Somerset Mall
7137
Tel: 021-300-1131
Email: vetworldsomerset@gmail.com

22/8/2025

To Whom it May Concern,

Re: "Ziah" a 10.5yo Persian female sterilized cat..

Ziah was examined on the 21/8/25 and using a woods lamp test, positively diagnosed with ringworm, Dermatophytosis. This is an infection of the hair shafts and stratum corneum caused by keratinophilic fungi. Persian cats appear to be predisposed.

Current treatment is medical shampoo every 3 days and daily ointment usage on affected sites. If no response, oral anti fungal treatment will be tried. Treatment is usually long term and lasts between 6-12 weeks.

Summary of previous visits as seen by Dr Noelle Steyn



[Handwritten signature]

"T2"

Seen 11/8/2025

Treated for pyodermatitis. Treatment included a steroid injection, medicated shampoo and a skin barrier cleaner.

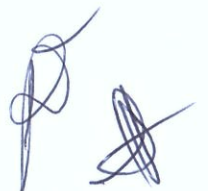
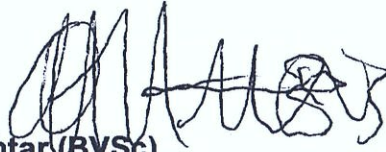
Seen 15/8/2025

Treated again for pyodermatitis. Treatment included a antibiotic injection as bacterial collarettes seen and a nail clip to limit self-trauma. Again advised on medicated shampoo and topical treatments.

Both consults and treatments recorder in this reflect the history.

Sincerely,

Dr Omar Mehtar (BVSc)



"T3"



VETSCAPE
ANIMAL HOSPITAL

5 September 2025

To Whom it may concern,

Re: Ziah Rossouw, Persian, 10 years, FS, 2.8kg

Ziah presented with severe extensive dermatitis lesions over dorsal back. She was initially treated on 11/08/2025 for pyodermitis with a steroid injection, medicated shampoo and a skin barrier ointment. She was seen at her local vet again on 15/08/2025 for a follow-up on the pyodermitis and treated with an antibiotic injection. She was diagnosed with Ringworm (dermatophytosis).

She was then subsequently seen at Vetscape for a second opinion and started on Sporonox due to extent and the severity of the lesions.

Shortly after initiation of treatment, she exhibited gastro-intestinal upset symptoms and the owner was instructed to discontinue the Sporonox treatment.

Please do not hesitate to contact me if you have any questions

Kind regards,

A handwritten signature in blue ink, appearing to read 'Derette', with a stylized flourish at the end.

Dr Derette Kotze
BVSc (University of Pretoria)

Two handwritten marks in blue ink at the bottom right of the page. The first is a large, stylized 'X' or 'S' shape, and the second is a vertical, looped signature or mark.