

Groomer's Best Frequently Asked Questions (FAQs)

Company & Manufacturing

Q: How long has Groomer's Best been in business?

A: Groomer's Best has been manufacturing professional pet grooming equipment for over 22 years, serving groomers, veterinarians, kennels, and pet care facilities across North America.

Q: Are Groomer's Best products made in the USA?

A: Yes. Our tubs, tables, kennels, and other equipment are manufactured in Brandon, South Dakota.

Q: Why should I choose Groomer's Best over other manufacturers?

A: Groomer's Best products are proudly manufactured in the USA using high-quality stainless steel and are designed specifically for the pet care industry. We focus on durability, functionality, customer support, and products built to withstand daily professional use.

Q: How are Groomer's Best products tested for quality?

A: Every product is inspected throughout the manufacturing process and before shipment to ensure it meets our quality standards for durability, functionality, and craftsmanship.

Q: What is the lifespan of my Groomer's Best equipment?

A: With proper care and maintenance, Groomer's Best stainless steel equipment is built to last for many years, often DECADES in professional environments.

Where to Buy

Q: Where can I get my hands on Groomer's Best Products?

A: You can buy directly through our website (groomersbest.com), direct through our sales representatives, or through our networks of valued distributors.

Q: Do you sell directly to customers?

A: Yes. We sell directly to grooming businesses, veterinary clinics, kennels, contractors, and pet owners, as well as through a network of distributors. Customers can order on our website or speak to us directly via phone (605-582-3013) or email (sales@groomersbest.com).

Q: How can I request a quote?

A: You can request a quote through our website, by email (sales@groomersbest.com), or by calling our sales team. Be sure to include the products and options you're interested in.

Q: Do you work with distributors?

A: Yes. Groomer's Best works with distributors and partners throughout the United States.

Q: How do I become a distributor?

A: Contact our sales team to learn more about our distributor program. We'll discuss your business, market, and goals to determine if there's a good fit. Qualified distributors receive access to distributor pricing, sales resources, and ongoing support from the Groomer's Best team.

Tub Selection

Q: Which tub is best for my grooming business?

A: The best tub depends on your space, budget, pet sizes, and grooming volume. Walk-Through and Walk-In models are ideal for larger dogs and reduce heavy lifting, while Elite models provide premium durability and features.

Q: There are so many great options! How do I choose a tub model?

A: The best tub depends on your space, the pets you groom, and your business needs.

- Standard Tub: A reliable, budget-friendly option for everyday grooming.
- Elite Tub: Our premium tub with fully welded construction for maximum durability and a painted finish.
- Walk-Through Tub: Features a door and ramp to make getting large dogs in and out easier.

- **Walk-In Tub:** Low-entry design that allows pets to step directly into the tub.
- **Mini Tub:** Ideal for grooming smaller pets or fitting into tighter spaces.
- **In-Line Tub:** Designed to save space and fit seamlessly into your grooming area.
- **ADA Tubs:** Designed to meet ADA accessibility requirements and improve ease of use.

Q: How much space do I need for a grooming tub?

A: In addition to the tub's footprint, you'll want to allow space for groomer movement, pet entry and exit, plumbing connections, and accessories. Product dimensions are available on each product page.

Q: What size dogs can your tubs accommodate?

A: Groomer's Best offers tub sizes suitable for everything from small companion pets to large-breed dogs. Tubs are available in width sizes ranging from 32" to 58", depending on the model, ensuring you can find the right fit for your space!

Q: What is the difference between fully welded and strategically welded tubs?

A: Fully welded products have all seams welded for maximum durability and water resistance. Strategically welded products use welds only in key structural areas and utilize a double sealed caulking process, while maintaining strength and reducing cost.

Table Selection

Q: How do I choose the right grooming table?

A: Consider the size of the dogs you groom, your daily grooming volume, available space, and whether you prefer electric or hydraulic lifting.

Q: Should I buy an electric, hydraulic, or low profile table?

A:

- **Electric Tables:** Best for high-volume grooming and maximum convenience.
- **Hydraulic Tables:** Reliable, affordable, and require no electricity.

- **Low Profile Electric Tables:** Ideal for larger dogs and easier pet loading.

Q: Which grooming table is best for large-breed dogs?

A: Our Low Profile Electric Grooming Table is often the preferred choice for large breeds because it lowers close to the floor, making it easier and safer for dogs to step onto the table.

Q: What weight can Groomer's Best grooming tables support?

A: Weight capacities vary by model. Product-specific capacities can be found on each product page or by contacting our team.

Q: What grooming arm is the right fit for my table?

A:

- **Flip-Top Grooming Arm:** Great for everyday grooming and easy storage.
 - **Rotating Swing Arm:** Offers greater flexibility and positioning.
 - **Overhead Grooming Arm:** Provides maximum control and support for larger dogs.
-

Buying Guidance

Q: What are the most common mistakes people make when choosing a grooming tub?

A: Common mistakes include choosing a tub that is too small for their client base, overlooking accessibility needs, not planning for future growth, and forgetting to account for installation requirements and accessories.

Q: What should I consider before purchasing grooming equipment?

A: Consider your available space, average pet size, grooming volume, budget, workflow needs, accessibility requirements, and long-term business goals before selecting equipment.

Q: How do I know which Groomer's Best product is right for me?

A: Our team can help evaluate your needs and recommend equipment based on your business type, available space, pet sizes, and budget. Simply reach out via phone (605-582-3013) or email (customerservice@groomersbest.com) for a personalized recommendation.

Q: Can you provide product specifications?

A: Yes. Product dimensions, weight capacities, materials, and other specifications can be found on our website on each product page or requested from our team.

Q: Is Groomer's Best equipment compatible with mobile vans and trailers?

A: Yes. Many Groomer's Best tubs and accessories can be installed in mobile grooming vans and trailers. We can also customize to fit almost any set up!

Customization

Q: What are your stock colors?

A: Our Elite tub models and grooming tables are available in six standard colors: Black, Gray, Tan, Purple, Pink, and Teal. Custom colors can be applied by request.

Q: In what ways can I customize my 1) tub and 2) table?

A: Tubs can be customized with:

- Multiple sizes
- Left-, right-, or center plumbing
- Color options (Elite tubs)
- Faucet and accessory upgrades
- Add or remove restraints

A: Tables can be customized with:

- Different tabletop sizes
 - Stock or custom colored tabletop
 - Grooming arm options
 - Casters (select models)
-

Accessories & Upgrades

Q: What are your most popular accessories?

A: Some of our most popular accessories include:

- Floor Grates
- Add-A-Trap Hair Trap

- Bottle Holders
- Tub Shelves
- Grooming Arms
- Plumbing Kits

Q: Which accessories should I purchase with my tub?

A: Popular accessories include floor grates, plumbing kits, Add-A-Trap Hair Traps, bottle holders, and tub shelves. The best accessories depend on your workflow and grooming needs.

Q: Can I add accessories after purchasing my tub?

A: In many cases, yes. Many Groomer's Best accessories can be purchased separately and added later by visiting our website or contacting our team (sales@groomersbest.com).

Q: Is a floor grate necessary?

A: While not required, floor grates are highly recommended. They help elevate pets from standing water, reduce bending for groomers (raised grates), and allow water and debris to drain beneath the pet during bathing. Make sure to verify grate compatibility with your tub before ordering.

Ordering & Support

Q: What happens after I place my order on the website?

A: Once your order is placed, you'll receive an order confirmation. Your equipment will then enter production (if applicable), be prepared for shipment, and tracking information will be provided when available.

Q: How can I contact Groomer's Best customer service?

A: You can contact our team by phone (605-582-3013), email (customerservice@groomersbest.com), or through the contact form on our website (<https://www.groomersbest.com/contact/>). We're happy to assist with product questions, quotes, order updates, and technical support.

Q: If I order a tub, do I need to purchase a plumbing kit?

A: Not necessarily. If you already have compatible plumbing components, a kit may not be needed. However, our plumbing kits simplify installation and ensure compatibility with your tub.

Q: Can I order replacement parts?

A: Yes. We offer replacement parts for many Groomer's Best products, including plumbing components, accessories, and select hardware. Call our sales team at 605-582-3013 for more information.

Q: How do I know if a product is in stock?

A: In-stock items may be noted on our website. You can also contact our team for the most current inventory and lead-time information.

Shipping & Warranty

Q: What is a “lead time”?

A: Lead time is the estimated amount of time it takes to manufacture and prepare your order before it ships. This is different from shipping time which varies by shipping destination. Lead times can be found on our website or by contacting our team.

Q: Where do you ship to and how much does it cost?

A: We ship throughout the United States. Shipping costs are free to most states, but select states vary based on destination and freight requirements. Shipping costs are calculated at checkout or can be provided with a quote.

Q: What should I do if my equipment arrives damaged?

A: Inspect your shipment immediately upon delivery and note any damage with the carrier. [Refuse the delivery](#) and contact our team by calling 605-582-3013 as soon as possible so we can help resolve the issue.

Q: Do Groomer's Best products have a warranty?

A: Yes. Most Groomer's Best products include a limited warranty against defects in materials and workmanship. Warranty terms vary by product, with tubs, tables and kennels having a 3-year warranty and accessories having a 1-year warranty. Please contact us for additional warranty information.

Installation & Maintenance

Q: Does my tub arrive assembled?

A: Most tubs arrive fully or partially assembled. Depending on the model, some components such as legs, plumbing, faucets, or accessories may require installation upon arrival.

Q: Can I install my equipment myself?

A: Many customers successfully install their own equipment. However, we recommend consulting a licensed plumber or contractor when connecting water and drain lines.

Q: What utilities are required for a grooming tub?

A: Most tubs require hot and cold water connections and access to a drain line. Plumbing requirements may vary depending on installation location.

Q: Can your equipment be installed in a veterinary clinic, boarding facility, or dog daycare?

A: Absolutely. Groomer's Best equipment is commonly used in veterinary clinics, boarding facilities, dog daycares, shelters, training facilities, and residential pet wash stations.

Q: How do I maintain stainless steel equipment?

A: Clean regularly using mild soap and water, rinse thoroughly, and dry after use. Avoid abrasive cleaners, steel wool, and harsh chemicals to help preserve the finish and appearance of the stainless steel.

Construction Industry

Q: Does Groomer's Best work with contractors and builders?

A: Yes. We work with contractors, architects, plumbers, and developers to provide durable pet care equipment for a variety of projects.

Q: What types of construction projects use Groomer's Best equipment?

A: Our equipment is commonly used in multi-family housing, apartment communities, pet resorts, dog parks, veterinary facilities, boarding facilities, and commercial pet care spaces.

Q: Can Groomer's Best help with product selection for my project?

A: Yes. Our team can help recommend products based on your space, project requirements, accessibility needs, and intended use.

Q: Do you offer ADA-compliant equipment for construction projects?

A: Yes. We offer ADA-compliant tubs and tables designed for projects that require accessible pet washing and grooming solutions.

Q: Can contractors, architects, or builders request product drawings?

A: Yes. Product specifications, dimensions, and supporting documentation are available to assist with project planning and design.

Q: Can I bundle products together to save money?

A: We periodically offer bundle promotions that combine equipment and accessories at discounted pricing. Contact our sales team for current offers.

ADA Compliant Products

Q: What does it mean to be ADA Compliant?

A: ADA-compliant equipment is designed to meet accessibility standards established by the Americans with Disabilities Act, making it easier and safer for individuals with disabilities to use.

Q: Who should consider purchasing an ADA tub?

A: ADA tubs are ideal for apartment communities, pet wash stations, veterinary facilities, and businesses that need to provide accessible equipment.

Q: What ADA-compliant products does Groomer's Best offer?

A: We offer ADA compliant models of most of our tub varieties and have ADA-compliant grooming table options designed to improve accessibility and ease of use.

Q: Do I need ADA-compliant equipment for my business?

A: Requirements vary by facility and local regulations. We recommend consulting your contractor, architect, or local building authority for project specific guidance.

Clearance Tubs

Q: What lands a tub a place on the Clearance page of the Groomer's Best website?

A: Clearance tubs are typically brand-new units with minor cosmetic imperfections such as scratches, dents, or manufacturing defects that do not affect functionality. These tubs are a great option for those that don't mind a little aesthetic blemish.

Q: Are clearance tubs fully functional?

A: Yes. Clearance tubs function just like our standard products and meet the same quality standards.

Q: Can I see photos of the cosmetic imperfections before purchasing?

A: Yes. We provide photos of each clearance unit so you can see the specific imperfections and description before making a purchase.

Q: Are clearance tubs covered by a warranty?

A: Clearance tubs are sold as is and warranty does not apply. Clearance Tubs Terms & Conditions can be found on our website.

