

Terms and Conditions of Service

Quick Summary of Key Terms:

- **Acceptance of Terms:** By using our services, you agree to the terms and conditions outlined in this document. These may be updated at any time.
- **Payment:** Prompt payment is required for all services within 7 days. Failure to pay may result in service termination.
- **Estimates & Additional Work:** Only services in the estimate are included. Additional work will be billed separately and requires prior approval.
- **Client Conduct:** Respectful communication is required. Disrespectful behavior may lead to immediate service termination.
- **Service Scope:** Regular lawn maintenance includes mowing, weed whacking, and blowing off hard surfaces. Other tasks, like weeding, are extra.
- **Equipment Use & Safety:** We will not weed whack in areas with crushed stone or work in areas with bees present. Clients are responsible for clearing the lawn of personal items and pet waste.
- **No Trash Removal:** We do not dispose of trash. Please ensure the area is clear before our arrival.
- **Neighboring Properties:** We only work on neighboring properties with a written agreement.
- **Weather Delays:** Services may be rescheduled due to weather. We'll aim to maintain your original schedule as closely as possible.

Please refer to the full terms and conditions below for detailed information.

1. Acceptance of Terms

By engaging our services, you agree to comply with and be bound by the following terms and conditions. These terms and conditions are subject to change at any time, and it is your responsibility to review them regularly. Continued use of our services constitutes your acceptance of any changes to the terms and conditions.

2. Payment Terms & Billing Policy

Prompt payment is required for all services, due within 7 days of the service date without exception. Our billing process involves securely storing credit card information and processing charges approximately every Monday, with clients receiving a detailed invoice receipt via email upon payment confirmation. For one-time projects, payment is due upon completion and expected upon receipt of the invoice. Failure to remit payment within the stipulated timeframe will result in service termination.

3. Client Conduct Policy

We expect all clients to communicate respectfully and professionally with our team. Disrespectful behavior or the use of foul language will not be tolerated. Any instances of such behavior will result in the immediate termination of services.

4. Estimates, Property Walkthroughs & Service Scope

Prior to commencing any project, we provide a comprehensive estimate and ensure mutual agreement within our system. The scope of work is outlined in the estimate, and only these services are included. Any additional requests beyond the agreed scope will incur supplementary charges. Clients must agree to these additional costs before services are provided. Failure to pay for services rendered will result in immediate termination of services and possible further action to recover the owed amount.

In the event of project cancellation after providing an agreed-upon estimate and deposit for materials, we require a minimum of 5 business days' notice prior to the original project start date. Failure to provide timely notice renders the deposit non-refundable, as it covers administrative costs and materials procurement.

Acceptance of services with prices through text messages will be considered as an accepted estimate between Miles of LandCare and the client. By agreeing to the service and pricing via text message, the client acknowledges their obligation to pay for the service rendered based on the terms discussed.

5. Weekly & Bi-Weekly Lawn Care

We offer both weekly and bi-weekly lawn care services tailored to accommodate varying lawn growth rates. During optimal weather conditions, such as spring, we recommend weekly maintenance to ensure pristine results. However, in cases where bi-weekly maintenance is preferred, it's important to understand that rapid grass growth may compromise service quality and pose operational challenges. For clients opting for weekly services, scheduling flexibility remains at Miles of LandCare's discretion. Please provide at least 48 hours' notice for any cancellation of weekly services.

6. Service Skipping Policy

Weekly lawn maintenance services will only be skipped at the request of the client. If a weekly service is skipped at the client's request, the client will be billed the bi-weekly lawn maintenance cost for the following service. Bi-weekly lawn maintenance services will not be skipped under any circumstances.

7. Lawn Maintenance Scope

Lawn maintenance services include regular mowing, weed whacking, and blowing off all hard surfaces. For additional tasks such as landscape bed maintenance or weeding, refer to the policy on additional services in Section 4.

8. Equipment Use, Safety, and General Housekeeping

To ensure safety and protect your property, we will not weed whack in areas with crushed stone or work in areas with bees present until they have been handled. Clients are responsible for removing personal items, debris, and pet waste from the lawn before scheduled maintenance. If excessive pet waste is present, affected areas will be omitted from service and billed at the full-service fee.

9. Trash and Rubbish Policy

We adhere to a strict no trash policy during all services, including cleanups and regular maintenance. We do not dispose of any trash or waste items for our clients. Any trash encountered during our services will be left behind. Clients are responsible for ensuring that any trash is removed from the area prior to our arrival.

10. Neighbor Property Policy

We will not perform any work on neighboring properties unless we have a written agreement with the neighbor. This policy ensures that all services are conducted with proper authorization and helps avoid any potential disputes. If you require services for a neighboring property, please contact us to arrange the necessary agreements.

11. Rain Delays & Equipment Breakdowns Policy

While we make every effort to adhere to scheduled lawn maintenance services, inclement weather conditions and equipment breakdowns may necessitate deviations from the established timetable. During periods of excessive rain, mowing may be deferred to prevent damage and ensure optimal results. Clients will receive timely notifications regarding any delays, with concerted efforts made to reschedule services promptly, with resuming lawn maintenance services on your original scheduled day of the week the following week, which may result in mowing your lawn earlier or later than the original 7-day weekly schedule.

If you have any comments or concerns regarding these terms, please contact our office at 401-602-8149 or email us at milesolandcare@yahoo.com We are here to assist you.