

# *General Terms and Conditions*

Retain for your records

**Satisfaction:** If you're not happy, were not happy either. We strive to always provide our best work possible to satisfy our customers. Should you experience a problem, please contact us and we will come back to correct it.

**Damage:** We try to take every precaution to protect your property, but sometimes accidents can happen. If you find we have damaged something in your yard, please contact us and we will gladly repair or replace it. Western Reserve Landcare is fully insured.

**Pets/Locked Gates:** If your pet is in the yard we will not mow. We do this for the safety of your pet as well as ours. If you must use a lock on your gate, please leave us a key or the combination so we can get in. We do not pick up pet droppings.

**Practice:** The Western Reserve Landcare Company will always utilize correct and professional horticultural practices in the service of your landscape. Please don't ask us to do something that would be harmful to the environment.

**Schedule:** Service will normally be provided Monday through Friday. We try to perform service at your location on the same day each week, weather permitting. In the case of inclement weather your property will be services on the next business day. If you have an event or something special that you would like your yard mowed for, please let us know at least two weeks in advance so we can have your yard looking its best!

**Trip Charge:** On occasion it may be inadvisable to mow your lawn or perform a service on a particular week. If we show up and make that determination there will not be any charge. If you don't want service performed on a particular week, you must give us a 24 hour notice. Once our crew arrives at your location and you don't want service, there will be a \$5.00 trip charge assessed on your statement for that week.

**Billing:** Monthly bills are sent out the first week of the month for the previous month. Payments are due back by the due date on your statement. If payment can not be made by the due date, please contact our office to arrange other payment terms. Payments not made by the due date will incur a \$15.00 late charge per month. We gladly accept your personal check or money order. Checks with insufficient funds will be charged a \$30.00 fee.

**Financing:** Large scale projects may qualify for 3, 6, 9, or 12 month 0% financing. This enables you to spread payments for the cost of your project over a period of time without any finance charges.

**Privacy:** We will not sell or release your name or any information that we have on file about you to anyone. With your permission, we may release your name to a new client that requires a reference or referral. You will be notified of that request in advance.