

BeeLeaf Lawn M&M Terms of Service FAQ 2024

BeeLeaf Lawn M&M believes in a standard of quality, professionalism, and customer service. As a company we work hard to provide Consistent, Crisp, Clean lawn care solutions. We are grateful for the opportunity to be of service and pray that all your needs are met, and expectations are exceeded.

- ✓ All cancellation or frequency of mowing service *changes must be submitted by Saturday in writing, (email/ text). The request will take effect the following week.* Canceled service request within the same week, in route or at the property, will be charged 50% of scheduled service cost.
**We offer ONLY Weekly and Bi-Weekly plans.*
- ✓ Weekly plans are completed every 6-8 days. Bi-weekly plans are completed every 13-15 days.
- ✓ *Clients are required* to sign up for the client portal BEFORE services can be scheduled or completed. A link has been sent to your email with the sign-up information.
- ✓ *Clients are encouraged* to place a card on file through the client portal BEFORE services are scheduled or completed. Cards on file will only be charged for any outstanding balance with the written consent of the client, or in the event of a late payment exceeding 3 business days.
- ✓ Grass that is excessively high & requires double or triple mowing will be assessed an additional service fee of \$17.99. **April -May is hyper growth season, weekly mowing service is highly recommended during this time to avoid this fee.*
- ✓ *For any homeowner with pets*, we request pet waste, (fecal) be removed prior to service. If the waste has not been removed at time of service, the service will be assessed an additional fee of \$12.99. *(We do offer pet waste removal services @ \$25.99 weekly and \$40.99 bi-weekly.)*
- ✓ If excessive yard debris items become an obstacle for service, we will request that the client remove them prior to service. When Items such as trash, toys, water balloons, yard furniture, grills, tree limb piles etc. are located on the service area, they affect serviceability. If the client is not present to remove debris, one of our technicians will do so. **The fee for excessive yard debris is \$10.99.*
- ✓ Bagging and disposal of grass clippings is not included with mowing service, because this service is not standard in our Columbus market. **At the client request, we will bag grass clippings throughout entire yard. This service costs \$17.99. *Note this service is not available for clients with pet waste present on property.*

- ✓ If invoiced fees and service charges have not been paid by their due date, upcoming service will be suspended until payment is made. A late payment fee will be assessed & the card on file will be charged for the total amount. ****The late payment fee is 25% of the past due invoice/service charges.***
- ✓ All invoices, estimates and receipts will be emailed to the client. ***WE DO NOT PRINT OR MAIL HARD COPIES TO CLIENTS.***
- ✓ Estimates are approximations that do not guarantee total cost, nor the amount of time to perform service.
- ✓ Pickup and delivery of raw materials, and bulk hauling, (mulch, stone, hay, sod etc.) requires a deposit of material & travel cost before service begins.
- ✓ We possess the right to reschedule services accordingly in the event of sudden or severe weather changes.
- ✓ We do NOT allow service days to be reserved for mowing services.
- ✓ Landscaping requires prior on-site consultation. Site Consultations cost \$35.00 This cost is applied to any landscaping or mowing services client agrees to receive.

Client Signature _____

Client Print _____

Date _____

Thank you for **BeeLeafing** in Us!

Dana Bradley Jr

Owner

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