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TERMS OF SERVICE

Thank you for requesting services from Taylor's Landscaping. We appreciate the opportunity to work with you – and we will do our best to take care of you and your lawn. Our goal is to exceed your expectations and keep you as a life-long client. These Terms of Service include our “deliverables” and also what we need from you to keep things running smoothly.

Our Promise: Our objective is to provide such great service, you'll never want to leave us! We will provide reliable, quality service at a fair price. We ask that you let us know if you are unhappy with us for any reason so that we can make efforts to fix any issues. If you still believe we're not a good fit, a week's notice for cancellation of service would be most appreciated. If necessary, please direct any concerns directly to management via phone or email, rather than to our crew on site, as we want to be made aware of any issues and will handle them with our team, as needed.

Payments

We require your credit card on file. Payment is due within 7 days of the invoice date. We require a valid email address to send invoices and receipts for payments. Lawn cuts & chemical treatments will be invoiced at the end of each month and are due, in full, within 7 days of invoice date. Payments may be dropped off at *Danny's Farmers Market* in Williamstown.

We accept cash, checks or major credit/debit card for services performed by our company. A signed & updated authorization form is required for each customer. In the event an invoice is not satisfied by the 15th of each month, your credit/debit card will be used to collect the payment for the services performed by our company. An electronic receipt will be sent to your email as proof of payment. All services will stop immediately for non-payment.

Lawn maintenance services can be pre-paid in full at the beginning of the season and a 5% discount will be applied. Any balance remaining at the end of the season will either be credited back to contracted party or carried over to the follow season, as per customer's request.

There will be a \$35 fee for NSF via check and a \$10 fee for declined credit card transactions, as well as a \$10 per month late fee added to each past due invoice. For all other landscaping, hardscaping, lighting and sprinkler work, we require payment in full upon completion of the job.

Scheduling

You will have a regularly scheduled day for service – weather permitting. We do not schedule work on Sundays or holidays – but our schedule may get stretched due to weather conditions out of our control.

In the case of weather delays, we will get back on our normal schedule the following week. (This is necessary to maintain quality and consistent service to all our valued clients.) If grass is overgrown, and we have to cut it more than once, we may need to charge for extra time and labor (usually at least 1-2 times the normal rate). In a business whose productivity relies upon the weather, scheduling can be difficult at times. Inclement weather may

affect scheduling. We try our best to keep scheduling conflicts to a minimum; however, circumstances that are beyond our control may affect your project start and completion dates.

You may skip service up to 4 times during the season via a minimum of 24 hours notice at no charge or penalty. In case of potential drought conditions or yard/house projects, moving trucks, fallen trees, etc. that could interfere with your service, please be sure to let us know at least 48 hours in advance or as soon as possible. Simply phone or email us with your request to delay or skip a service. If notice is not received, and we show up but can't provide your service, **we will need to charge you a trip charge of \$25.** (We hope you understand that we still need to pay our crew and expenses to get there.)

Requesting to Mow Shorter

Please be advised that we mow at a 3 1/2 inch blade length during the spring/fall and 4 inches during the summer. This guarantees optimal health, quality, and aesthetic of your lawn. Mowing shorter than 3 1/2 – 4 inches damages grass roots, promotes weed growth, and destroys the overall look of your lawn. We take pride in the lawns we mow. We want you to take pride in the health and beauty of your lawn as well.

Bi-weekly lawn services are not offered, but we will evaluate options when high growth season ends – or if you have unusually slow growth.

Landscaping services, lawn maintenance, lawn treatments and spring clean-ups will begin as soon as weather allows – usually mid-March, but can be requested at any time during the season. Lawn Maintenance will begin at first sign of growth – usually the first of April – and will continue into November. Aerations and seedings are typically done in the fall in during September/mid-October. Leaf Clean-Up will typically begin during the last week of October and go thru mid-December. We are generally closed from mid-December thru mid-March.

Chemicals will be used during your fertilization and weed control treatments. While Taylor's Landscaping is on location at your property, you are responsible for keeping all children and pets, as well as other individuals, away from the work area. Please keep the work area cleared of all children and pets following our service.

Weed Growth Due to Excessive Rain/Watering

Our eight applications span the season in approximately 4-6 week intervals. If excessive rain/watering or weather conditions demand an interim application (i.e., causing excessive and/or uncontrollable weed growth), we will contact you regarding appropriate course of action.

A Long-Term Commitment to Quality (including a note about weed control)

Fertilization and weed control is a long-term service. Depending on the health of your lawn before our services begin, it may take a season or more to achieve the results we all want. It's also important to remember that weed control does not mean weed eradication, and in many cases, certain weeds must germinate and grow a bit before we can effectively treat them. We have developed a very effective application treatment plan that spans the growing season, but Mother Nature is ultimately in control in the end. If you have any questions or concerns throughout your service season, please don't hesitate to contact us.

If an area in your yard is affected by a fungal disease, we will contact you regarding appropriate treatment. Cost of service will be dependent on severity of the issue.

Prior to Our Arrival for Your Scheduled Services...

All miscellaneous items; including trash, doggy piles, toys, furniture, hoses, large sticks, etc. picked up from the lawn the night before or morning of your scheduled service day. *We start at 8am, so the night before is usually best.* There will be an additional charge for moving items left in the lawn. Or we may mow around said items (furniture, hoses, etc.). Please make sure your irrigation heads are working properly and not sticking up when we mow. We cannot be held liable for damage caused by hitting such items we can't see with our equipment. All invisible fences, cables and irrigation heads, etc. **MUST BE MARKED** prior to service. If there's a locked gate,

be sure to give us a key or code to get in – or have it unlocked on your day of service. Please note that Taylor's Landscaping is fully licensed and insured.

Promotion

Taylor's Landscaping may take photographs of your property, in terms of "before" and "after" purposes. By accepting these terms, you grant us the permission to take such photographs and give us sole rights to the property of these photographs.

Thank you! We are excited to work with you.

Team Taylor's