

Policies

Service Changes & Requests

Service changes, date changes, temporary suspension of services, and/or alterations of specified pre-agreed services must be received by our office at least forty-eight (48) hours prior to the scheduled service. We do not accept same day skipping of services. We will make every attempt possible to accommodate our clients' wishes; however, there may be times when it is not possible to do so in regards to service alterations.

SERVICE CHANGES & REQUESTS FORM

Current customers only, please fill out the following form if you would like to alter your current services, add a service date or cancel a pre-scheduled service date.

Customer Name: _____

Property Address: _____

City, State & Zip: _____

Contact Number: _____

Contact Email: _____

Scheduled Service: _____

Change Requested (please include what changes you are requesting, be specific):
(large box for them to type in)

Once the customer hits submit button please have the following message appear:

Thank you for notifying us of your request to alter your services. You will be contacted by one of our representatives to confirm the change(s) as soon as possible. Have a wonderful day!

Service Cancellation

Service(s) may be terminated as of the last day of any month by giving Weisz Selection Lawn & Landscape Services, Inc. not less than 30 days prior written notice of intention to terminate. Termination of lawn service will only be accepted in writing -- by mail, email or fax; verbal termination will not be accepted.

Inclement Weather

On non-weather permitting days, services(s) will be performed on the next business day or as scheduling will allow. Please keep in mind that inclement weather at the beginning of the week can affect the entire week's schedule. Even though your normally scheduled day did not have inclement weather, your regularly scheduled service day may be altered due to inclement weather at the beginning of the week. We appreciate your understanding in regards to weather caused service delays.

Pets/Livestock

Please remove pets/livestock from service area on the day of your scheduled service. If a pet/livestock remains in the service area, we will do our best to preserve its wellbeing;

however, we are not responsible for loss, injury or death of pets/livestock. Client must have service area free of pet/livestock droppings, or customer will be charged a \$5.00 equipment clean-up fee per visit.

Property Inaccessibility & Gate Procedure

Please check that all gates are unlocked on the day of service. The property owner may provide us with a combination, gate code, or key to unlock gate(s) when we arrive. If contractor arrives at client's service address and is unable to perform agreed upon service(s) due to inaccessibility (i.e. locked gate, street closure, other service providers present, etc.), client will be charged for full service due to time & fuel expenditures. Weisz Selection's staff will make every reasonable attempt to close any gates opened for services; however, contractor does not assume any liability if a gate is left open. We are not responsible for items left lying in yard (i.e. toys, leashes, dog chains/cables). All underground lines, cables, vaults, or any other below grade areas must be clearly marked by client prior to applicable services being performed. If a leaf or lawn clean-up is required to perform a scheduled service, an additional charge of \$40.00 per man/per hour will apply.

Accidents & Damages

Damages that are caused by Weisz Selection's employees during the performance of services must be reported to our office within forty-eight (48) hours of the service date. Upon notification of damage(s) we will assess the damage and determine possible cause and responsibility of Weisz Selection Lawn & Landscape. If it is determined that we are at fault, repairs shall be our sole responsibility. Repairs made by entities other than Weisz Selection Lawn & Landscape will not be our financial responsibility, unless previously authorized by us in writing. Vehicular or mechanical damage not caused by an employee of Weisz Selection Lawn & Landscape Services, Inc, such as vandalism, fire, improper drainage, insufficient watering, and/or acts of God are not our responsibility.

Invoicing & Payments- Lawn & Landscape Maintenance

Invoices will be sent around the 15th of each month for the subsequent month's regularly scheduled service(s). If payment is not received by the 1st of each service month, the contractor may impose a late fee, withhold service, or upon written or verbal notice, cancel service. Ex.: February's regularly scheduled service(s) will be billed around January 15th and due by the 30th to avoid suspension of service(s) for February. Client will not receive discount or be refunded for any service day missed due to late or non payment. Prepaid unused service(s) will remain as a credit on client's account and applied to subsequent service(s) or reimbursed to client upon clients' written request. Any requested additional service(s) will be billed at time of service and due upon receipt. Payments not received within fifteen (15) days after the invoice date are subject to an 1.5% (18% per annum) late charge, or a minimum of \$5.00, whichever is greater. Returned/NSF checks will incur a \$40.00 fee. Any payment made with a credit card will be subject to a 3% processing fee. Forms of payment accepted: Cash, Check, Money Order, Master Card, Visa & PayPal. We offer the following methods of invoicing: mail, e-mail and fax.

Option #1 - Auto Pay

Our preferred method of payment is auto pay. The client's credit card that is on file will be automatically charged upon generation of invoice. A copy of the paid invoice will then be sent to the customer.

Option #2 – Payment by other methods

Once you receive your regular monthly invoice, you may pay with your chosen method as long as we receive payment before the 1st of the month following the invoice date. *For specially requested additional maintenance services, invoices will be issued at time of service completion and are due within 15 days.*

Invoicing & Payments-Landscape & Hardscape Projects

Schedule of payments depends upon the size and scope of the project. For example, a project that is completed in one day requires full payment upon completion. A project that is completed in less than a week requires a 60% down payment, with the remaining 40% balance due upon completion. Projects that are more involved and require more than a week to complete, utilize the following payment schedule:

- 40% Down upon signing contract
- 40% Upon arrival of material
- 15% Upon construction/installation phase
- 5% Upon completion and/or final walk through

Failure to make timely payments shall result in work/construction ceasing. Additionally, Contract Addendums must be paid in full prior to work/construction resuming.

Holiday Observances

Weisz Selection Lawn & Landscape Services, Inc. office observes federal holidays. Our office will be closed during the following holidays:

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Christmas/New Year's Vacation (Our company is closed for two weeks during this time so that our office staff & crews may observe these holidays.)

Our lawn & landscape crews are given the choice of which of the above listed holidays they prefer to observe; therefore, clients will be notified by the office if regularly scheduled services will not be performed due to the crews' time off.