

Lawns by Carlito Inc.
Basic Maintenance Mowing Plan Terms & Conditions



Thank you for choosing Lawns by Carlito for your lawn care needs. We look forward to helping you maintain your lawn.

You are enrolled in the **Basic Maintenance Mowing Plan** that provides services on the same day of the week **through mid-December** (once all the leaves are down).

Let us know if you need to adjust service regularity or stop prior to mid-December.

Basic Maintenance Mowing includes Mowing, Weed-eating, Hard edging and Blowing of grass clippings off hard surfaces, Spraying mulched beds to kill weeds & Fall leaf blowing.

As a valued client, you are eligible to request additional services such as:

- ❖ **Turf Care Services:** Fertilization, Seeding, Aeration, Weed Treatments & Lawn Renovations
- ❖ **Landscape Services:** Pruning, Shrub Trimming, Mulching, Planting & Gravel Install
- ❖ **Yard Clean-up services:** Leaf Clean-up, Debris removal & More

Preparation for Service Visit: Ensure the mowing area is free from obstacles such as garden hoses, toys, patio furniture & remove all pet droppings before the crew arrives. Property behinds gates that are locked or inaccessible will not be serviced. *For safety & liability reasons the crew is not able to service any property where people are working outdoors, this includes any equipment or materials that are left outside. Please advise us if you are planning on having contractors do work at the house, so we can reschedule if necessary.*

Payment Terms: Enroll today for AutoPay through our Client Portal (link provided in email or go to 'Contact Us Page' on our website). Services are billed monthly, and a receipt will be sent via email.

Late Fees: Any payments over 20 days due will incur a 10% late fee, and services may be suspended if payments are over 30 days late.

Inclement Weather: If inclement weather prevents us from servicing the property on the scheduled service date, we will be out as soon as possible. We thank you for your patience and flexibility. If soil has become saturated or shows signs of standing water due to rain, the lawn will not be serviced until dry to prevent damage to turf.

Advise us if you have Foam insulation around the Exterior of your home: We need to know if your home has Foam insulation around the exterior of your home to ensure we take special precautions to avoid any possible damage.

Cancelation Provision: *If there is ever a reason need to cancel a service visit or cancel your service plan early for the season, we require notification via phone or email at least 48 hours in advance to avoid any service fee.*

Fuel Surcharge: If the monthly average price for regular gasoline exceeds \$4, a small fuel surcharge may be added for that month to help offset the expense.

Our Promise to You: We have built our company through loyal customers like you who have returned year after year. As we grow and expand, we are making every effort to maintain the same level of professionalism and quality. **If you ever feel that we are not meeting your expectations, please bring it to our attention.** We want you to be happy customers who rave about us to your friends, neighbors, and colleagues.

Questions, Concerns, Comments or Kudos:

Phone: 919-937-3250

Email: service@lawnsbycarlito.com

❖ **Thank you from the team at Lawns by Carlito: Carlito & Alysia Suarez and our Crew**