



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 Mowing Plan** that provides services on the same day of the week **through December and once a month in January and February.**

Basic 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 Plans:** Add-on Plans to provide Fertilization & Weed Treatments
- ❖ **Fall Aeration & Sod Services:** Lawn Renovation services include Aeration and Sod options
- ❖ **Landscape Services:** Pruning, Shrub Trimming, Mulching & 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 behind 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 (registration link available via email). Services are billed monthly, and an invoice will be sent via email. All invoices are due upon receipt. Any invoices over 20 days past due will incur a 10% late fee, and services may be suspended if payments are over 30 days late. Payments can be made online, or via check. If payment is returned due to lack of funds a \$20 fee will be assessed.

Adjusted Service Frequency: Lawns by Carlito reserves the right to require clients switch to more frequent service at any time if excessive growth does not allow for 'biweekly' services to be sufficient. Growth is considered to be excessive if mowing at 4.5" requires multiple passes over the lawn to get an even cut and still leaves major grass clumps in the lawn. Client will be advised of change in advance and visits will return to normal once grass slows its growth.

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.

Cancellation Provision: *If there is ever a reason you 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