

Terms and Conditions

Andy's Lawn & Snow QUALITY GUARANTEE

Andy's Lawn & Snow is committed to providing the highest quality service. If you are not completely satisfied with the results of any treatment, simply notify us within 15 days and we will perform a service call at no extra cost to you. We offer a free application, but do not refund an application price. Andy's Lawn & Snow makes no warranty, express or implied, about the safety of our products used for the control of weeds, insects, diseases, or fertilizers which may be used. All control products used by Andy's Lawn & Snow are E.P.A. registered, have passed extensive product testing and are applied according to label directions following all federal and state laws by state certified, trained Andy's Lawn & Snow technicians.

STANDARD TERMS AND CONDITIONS

Procedures, materials, rates of application and timing of applications will be determined solely by Andy's Lawn & Snow. Andy's Lawn & Snow agrees to furnish labor and materials and is authorized by you to treat the property at the address shown on the service agreement or confirmation letter.

CHARGES, PAYMENTS AND ADJUSTMENTS

Andy's Lawn & Snow reserves the right to terminate or temporarily suspend this agreement if you fail to make payment when due. A late service fee equal to 0.5% of the outstanding balance per month will be charged on any balance unpaid over thirty (30) days. A service charge of \$25.00 will be charged for any returned check. Refunds are computed by subtracting the regular price of any completed services from the original prepay amount, less a \$35.00 processing fee. Andy's Lawn & Snow may elect to impose a surcharge to your account due to uncontrollable cost increases from fertilizer or fuel. **If you are a new customer and cancel before all applications are completed, you will be charged for the first application.**

PROMOTIONAL DISCOUNTS

Promotional Discounts are based upon the customer signing up for a full program and taking all remaining program applications that the discounts are originally based upon. Customers that cancel before receiving all services will be charged the full value of these discounts.

AUTOMATIC CONTINUOUS SERVICE

This agreement will remain in force for a period of one year and will be renewed automatically for successive one-year terms thereafter. You will receive prior written notice in January, February and March of such renewal together with any program changes or price increases. This agreement may be canceled at any time by either party by written notice, for any reason; payment for all work provided prior to cancellation will be immediately due.

By signing up for services, you are agreeing to be contacted by email, mail, phone, or text messages. Communication preferences can be updated anytime.

TIMING OF TREATMENTS

Andy's Lawn & Snow is responsible for scheduling your lawn for timely treatment. Treatments are generally made at (approximately four to seven week) intervals for lawn applications. Pest control treatments may be monthly, bi-monthly, or quarterly.

WEATHER CONDITION CLAUSE

These regularly scheduled programs can be modified with product change depending on the weather and the conditions of your lawn. The success of this program depends on proper watering, mowing, and cultural practices. If you need assistance, please call our office. If it rains after treatment, please wait 7 days before scheduling a respray.

SERVICE CALLS

Andy's Lawn & Snow is committed to working with you to achieve expected results. If an issue arises or you believe that a treatment was ineffective, call our office at (320) 395-9806. We will address your concerns at the time of your next regularly scheduled treatment, or if necessary, provide a service call to your property. As results over time are a function of continuous non-interrupted service, any service calls requested by you and performed by Andy's Lawn & Snow during the time of a skipped treatment will be billed at the treatment cost. Additionally, service calls will only be honored for 15 days after the previous application in any instance where the next regular application is not scheduled. Customers with less than four applications per program are not eligible for service calls or free applications. Customers with an unpaid balance over thirty (30) days old will not receive a free service call.

Please note, resprays are a separate application and will not change your scheduled applications. If a respray is performed, your regular visits may be closer together.

INSECT PROBLEMS

Total insect elimination is not desirable, nor achievable, with any program because beneficial insects will be lost along with the target pests. Acceptable levels of activity and targeted applications combine to give enhanced plant aesthetics.

DISEASE PROBLEMS

Climate conditions and type of disease and plant material affected will impact response. Canker, verticillium wilt and root rot are among uncontrollable diseases which cannot be prevented or controlled by Andy's Lawn & Snow.

AERATION & SEEDING WARRANTY

Due to the weather conditions, we cannot guarantee the germination of the applied seed. Because we cannot control the weather or how much water is applied to the seed, we cannot guarantee the success of this service. However, the seed we apply has a 90% germination rate with proper watering. Please make sure you are following proper watering instructions. Andy's Lawn & Snow is not responsible for any damage to underground wires or sprinkler systems. Due to the fact, we do not know where or how deep objects may be

underground. The MN Department of Industry recommends all wire and sprinkler systems to be at a depth of 12 inches.

SHALLOW LINES AND/OR WIRES.

Andy's Lawn & Snow is not responsible for damages to any underground lines or wires including, but not limited to, underground dog fencing, cable TV, telephone wires, electric lines, pipes, fixtures, irrigation lines, or any other buried lines, whether marked or not. It is the customer's responsibility to inform Andy's Lawn & Snow. of any underground lines or wires prior to any service on the lawn or landscape. Andy's Lawn & Snow will be responsible for damage to sprinkler heads only if the location is clearly marked prior to service.

Andy's Lawn & Snow PROGRAMS

Lawn, and pest programs consist of treatments as indicated below and on the service agreement or confirmation letter. Specific products, rates of application, and methods of application may vary with the season, weather conditions, and the specific needs of your property.

LAWN: We will apply nutrients, weed control (round two only) to the lawn for lawn treatments.

LAWN: OPTIONAL SERVICES – Spring/Fall Mechanical Aeration or Spring/Fall Core Aeration with Seeding

LAWN: Landscape beds are not treated due to liability reasons.

LAWN: Disease control for lawn

PEST: MOSQUITO CONTROL- Four applications on the property to control mosquito levels.

PEST: FLEA & TICK CONTROL- Four applications on the property to control flea & tick levels.

PEST: MOSQUITO, FLEA & TICK CONTROL- Four applications on the property to control mosquito, flea & tick levels.