



Lawn & Snow Express Inc.

1-855-4-MOWING (855-466-9464)

CustomerService@LawnCareExpress.com

www.LawnAndSnowExpress.com

3500 Vicksburg Lane N. #328

Plymouth, MN 55447

BILLING ADDRESS:

[Redacted Billing Address]

SERVICE ADDRESS

CITY STATE ZIP

PHONE 1 PHONE 2

EMAIL

WEEKLY LAWN MOWING:

- Monthly Payment May 1st - October 1st \$_____ tax included
- Seasonal Price \$_____ tax included
- Grass Bagging option add \$_____ tax included
- Grass Bagging option add \$_____ tax included

Weekly lawn mowing includes mowing and trimming around all landscaping, buildings and obstructions. Clippings will be blown off of walkways and driveways. Valid credit card on file is required for non-seasonal monthly service.

BI-WEEKLY LAWN SERVICE:

In the past we have offered bi-weekly lawn service from the beginning of the season. Due to excessive growth in the early part of the season, we strongly discourage this type of service prior to July. Keeping a healthy lawn requires cutting only 1/3 or less length each time. This is generally not possible in times of fast growth, leaving your lawn with excessive clippings and not looking its best. If bi-weekly service has worked for you in the past, we suggest that you sign up for weekly service until July, then we will switch you to bi-weekly in either the 1st or 2nd week of July. Call or e-mail us for a seasonal bi-weekly quote. Bi-weekly service price is weekly rate + 50% due to extra growth and time needed for blowing and trimming. Bagging and Fertilizer are not offered with bi-weekly service.

FERTILIZER SERVICE:

Our program is 4 to 5 applications specifically designed for our northern climate. We time our applications each year to ensure the most effective weed control possible. Applications include: crabgrass pre-emergent, broadleaf post-emergent (2 applications), mid-season feeding and a slow-release winterizing blend in late fall. Applications may be combined or altered by LSX in the best interest of your lawn. Proper irrigation is essential for fertilized lawns. See FAQs on our website for details. Fertilizer service is pre-pay only.

- 4 to 5 Application Program \$_____ tax included

SPRING AND FALL CLEANUP:

- Spring Cleanup: Optional price limit \$_____ plus tax (\$150 minimum)
- Fall Cleanup: Optional price limit \$_____ plus tax (\$150 minimum)

Cleanup services include the raking and collection of leaves and other compostable yard waste from lawn and landscaping. Cleanup work varies greatly from property to property. Due to this, we cannot quote pricing prior to a cleanup, however, you can set an optional price limit on how much work you would like us to do. If no limit is set, we will work until the job is complete. Credit card required prior to cleanup. Once completed, your card will be charged for labor and optional lawn bags or haul away. Our labor rate is \$50 per hour per person and we send 2-3 people per crew. There is a \$150 minimum charge (plus tax) for cleanup service.

Please Select Disposal Option:

- Haul Away Option: \$40 per cubic yard**

All yard waste is loaded on our truck and hauled off site for composting. Please discuss excessive sticks and leaves prior to our arrival.

- Yard Waste Bags: No Charge (but filling bags takes time)**

We will bag leaves using compostable lawn bags and leave on site.

Billing Options (Select One):

Credit Card: Payment is processed within 10 days of service. A copy of your paid invoice will be sent by e-mail. Valid credit card on file is required for pay per mow service. If card becomes invalid, you will be contacted once to update information. If card is not updated, service will be suspended and an additional re-instatement charge equal to one mowing may apply.

Seasonal Payment: Your seasonal payment will cover service for the season. Mowing runs until the week encompassing October 15. Service beyond this date will be at an additional charge pending availability.

Skipping Lawn Mowing Service: If you would like to be skipped for any reason, please to contact us at 855-466-9464 or customerservice@lawncareexpress.com 24 hours prior to scheduled service. There is no refund or discount for skipping service.

Service Communication: All communication must be done with the office at 855-466-9464 or customerservice@lawncareexpress.com. Communication with the crew or at any other number cannot be accepted. Although we pride ourselves on our friendly crews, it may not be the same crew servicing your property each time. Please do not rely on staff cell phone numbers you may have as those numbers may change, or the person you are attempting to reach may not be on staff any longer. We do not use text messaging.

All agreements are contingent upon accidents, weather conditions and delays beyond our control. Please read the Terms and Conditions on the reverse side of this agreement carefully. Any alterations from the above may result in additional charges above agreed price. I have read and fully understand the Terms and Conditions of this agreement. Lawn & Snow Express Inc. is authorized to perform the work as specified.

Customer Signature: _____

Select One:

- VISA
- MASTERCARD
- AMERICAN EXPRESS
- DISCOVER

Card Number: _____

Name on Card: _____

Card Billing Address: _____

Date: _____

Exp: _____ CVV 3-digit code _____



From this point forward, LAWN & SNOW EXPRESS INC. of 3500 Vicksburg Lane N. #328, Plymouth, MN 55447 will be referred to as LSX for the duration of this document. The words "client", "customer", "you" and "your" refer to the name and address listed on the reverse side of this agreement.

AGREEMENT

This is a seasonal lawn care maintenance agreement. The above work selected will be performed as specified. A typical mowing season runs from May through October, depending on weather and your location. All work will be performed in a timely and professional manner. LSX is not responsible for lost/damaged personal items or runaway pets. **Customer is responsible for removing items from service area and picking up pet feces prior to lawn crew arrival.** Please keep all people and pets inside during service.

LAWN SERVICE

Lawn Service is completed using a variety of equipment including but not limited to commercial mowers, push mowers, backpack blowers and weed whips. Specific equipment requests may result in additional fees. Mowing height ranges between 2.5" and 3.5", and will be adjusted throughout the season based on conditions and industry standards. Any special mowing height requests will result in additional charges. Lawn service is typically completed May through October, weather permitting.

LSX strives to maintain regular mowing service every 7 days, however, due to weather and unforeseen conditions, service may be completed between 6 and 9 days of previous mowing service. Please note that a rain delay at any time during the week will affect all mowing days. In the event of severe delays, LSX will attempt to contact you. We attempt to operate during normal work-week (Monday through Friday), but due to unforeseen situations, LSX may operate on Saturdays. Specific service day requests cannot be guaranteed, and LSX reserves the right to change service day without notice. Prior to the mowing season, you will be notified of your targeted mowing day. LSX reserves the right to deny, cancel or suspend service at any time. Any changes or additional requests must be communicated to LSX by phone at 855-466-9464, by e-mail at customerservice@lawncareexpress.com, or by mail at 3500 Vicksburg Lane N. #328, Plymouth, MN 55447. LSX reserves the right to adjust pricing at any time. You will be notified of any price changes in advance. Reasonable access to property is required. If for any reason LSX is unable to access some or all of your property, full service charge still applies. In the event that LSX needs to skip some or all of your property due to concerns over safety or damage to property or equipment, full service charges still apply.

CANCELLATION OF LAWN SERVICE

LSX hopes to keep every customer year after year. In the event that you wish to cancel service, 24 hour notice is required. Seasonal prepayment will be refunded at 50% of total contract price prior to July 1st. After July 1st, no refunds will be made for any reason. Prepaid lawn service is transferrable to new owners in the event your property is sold. LSX does not make any guarantee on the number of services received during the course of the season, therefore prepayment is not pro-rated by the number of services provided. No refunds will be given for missed service. If LSX has serviced property one time, it is deemed as active and above conditions apply. Monthly service may be canceled at any time prior to the next billing cycle (1st of each month), until September 1st. After September 1st, a cancellation fee equal to 50% of monthly billing will apply. This cancellation fee is due to the approximate number of mows each month. Each month has at least 4 weeks of mowing, but sometimes 5. Monthly service is an average of the length of the season, divided by 6 equal payments. Although there will only be 2-3 cuts in October, billing is full rate because of the prior 5 mow months.

CLEANUP SERVICES

Spring and Fall Cleanup charges are based on \$50 per crew member per hour. Crews are typically two employees. Crew member hours will be added for a total of hours worked and will be billed at this rate (\$100 per crew hour). Client may request a maximum of hours worked. This must be communicated to LSX prior to start of work. Spring services begin each year in approximately April, but vary due to frost, snow, rain and other conditions. Fall clean ups begin in late October until weather conditions prohibit. In many cases, more than one fall clean up may be needed to achieve desired result. Not every customer can be first in the spring, and we have no way of knowing when the last fall clean up can be performed. LSX makes no guarantee that clean up services will be performed on a specific day or time, or that work can be fully completed. Clean up services must be pre-paid, or a valid credit card must be pre-authorized prior to service.

FERTILIZER

LSX applies a variety of fertilizer and herbicide products during spring, summer and fall seasons, and complies with all EPA and Minnesota Department of Agriculture requirements. LSX will provide each customer with a copy of products and amounts used at the time of application. A notification sign will be placed in your yard after each application stating that "This yard has been chemically treated, keep off for 24 hours." By agreeing to this document, you agree to absolve LSX of any liability of bodily injury or illness to persons or pets by fertilizer application. LSX cannot guarantee the complete removal of weeds and/or the growth of grass. Results may vary. In the event that LSX is not able to service any or all of your property when we are in the area, no refund will be made for individual applications. No refunds will be made once program has commenced for any reason. Additional "spot treatments" may be requested at an additional charge and will be based on availability. Proper irrigation is critical to fertilizer effectiveness. We base our program on ever-changing conditions. In "normal" conditions, we will make 5 applications. LSX will determine the number of applications each season and timing of each application. Please note: Fertilizer does not grow grass without seed. If seeding is planned, please notify LSX prior to crabgrass preventative application; this application will prevent ALL grass seed from germination.

BILLING

If there are insufficient funds on a credit card or if the card is expired, you will be contacted via phone or e-mail for reconciliation. If reconciliation does not occur 24 hours prior to the next scheduled service, service will be suspended. LSX reserves the right to charge a re-activation fee in the amount equal to one service. A past due invoice is subject to \$7 per month late fee. If an invoice becomes more than 60 days past due, you will be responsible for collection costs at a rate of 33% as well as any attorneys fees and court costs incurred by LSX. Disputed credit card transactions will result in immediate termination of any further service. If you feel you have been charged in error, please contact the office immediately.

CONCERNS

Any concerns should be addressed immediately by phone at 855-466-9464 or by e-mail at customerservice@lawncareexpress.com. It is the desire of LSX to address any concerns in a timely manner. Due to the nature of our business, delay in contacting the office may make it impossible to determine validity of your concern, or to make proper service adjustments. Any property damage liability on behalf of LSX will be limited to the effected area of damage. We will make every attempt to provide consistent, quality service. That being said, we are human and make mistakes. Items such as hoses, furniture, toys, wires, grills, rocks, etc. must be removed from the lawn or have appropriate landscape boundaries. LSX will not be responsible for the damage caused to or by items left on the area to be serviced. Service around obstacles will be limited to safe distance. Your understanding of this is greatly appreciated. In addition, we are a small company and we make and receive a great number of phone calls (which can be lengthy). Email communication is preferred, as we can often reply at times outside of normal business hours. Also, check out our website at www.LawnAndSnowExpress.com for FAQs and Twitter feed updates.