



TERMS AND CONDITIONS

King Property Services is licensed and insured. Every service provided by King Property Services is governed by our conditions of use and privacy notice. By signing the service agreement, you accept the following terms, conditions, limitations and requirements. Please read these Terms carefully.

SERVICES: Every scheduled visit will be performed unless notified otherwise. Schedules are set to maximize performance; due to uncontrollable conditions such as weather and traffic we cannot specify an exact time of service and we reserve the right to change the scheduled date. Further more, overall number of cuts included in lawn cutting packages (maximum of 26 cuts) may be affected and reduced due to unservicable weather conditions. Prices for lawn cutting services are based on an 6 month term beginning on May 1st, and ending on October 31st of the same year. Spring clean up, aeration, and dethatching are services that will be offered in the Spring. The Fall clean up service will be offered in the Fall. Pricing for Spring and Fall clean ups are based on a 2 hour time limit. If more time is needed to complete the clean up, a rate of \$120 per hour will apply to the extra time needed and will be invoiced after completion.

The term 'Month' is defined by 4 weeks, 7 days per week. Monthly prices are based on 4 weeks of service per Month. A 5th week of service, if applicable, may, or may not be offered to you, and will be at our discretion. Yard waste bag removal is available upon request. A \$4.00 charge will apply per bag removed and will be invoiced seperately.

PAYMENT: Payments for all services offered by **King Property Services** are due 7 days after invoice date. Invoices for each month of services rendered will be issued on the 30th day of that same month. We accept payment by check, cash, debit, email transfer, and all major credit cards. Credit card payments will be charged an additional 3.9%. The outstanding balance is due in full by due date. A \$5.00 late fee will be charged per week overdue if payment is not received by due date. We may, in our discretion, accept partial payments, please contact us for more details. We reserve the right to suspend or cancel our services until payment is received. Services will be terminated if full payment is not received within 30 days after date of invoice. If terminated for non-payment, the account will be handed off to a collection agency for collection. Any checks returned by the issuing institution will be charged a processing fee of \$35. We do not offer refunds for services that have already been performed or for partially used monthly plans. We will complete services (if requested), paid for on a monthly plan and cancel any additional monthly service plans. Each year the price of our services might be subject to an increase, **King Property Services** will advise you if your monthly price increases. If you have a bill discrepancy, you should notify us within 3 business days after the receipt of your invoice. We offer your invoice to be emailed or sent through text messaged to you for your convenience. For invoice inquiries, information, and appointments, please contact King Property Services.

CLIENT'S RESPONSIBILITIES: Client agrees to pay the prices specified on the 'Summer Agreement' for each service chosen. Client is not required to be at home while services are performed but the service area must be accessible and free of obstructions (lawn furniture, toys, trash, **bio-hazardous materials**, etc.) prior to the scheduled visit. All pets must be secured as to pose no threat to service personnel. If we find obstructions, we will service what we have access to, and you will be charged for a full service. **King Property Services** will not be responsible for damaging any unsecured cables, wires, irrigation pipes or heads, lines etc., which are not installed deeper than 3" below ground level. As requested by our insurance company, we will no longer be moving trampolines. If you have a trampoline, please relocate on weekly bases as needed.

TERMINATION OF SERVICES: Service Plans can be canceled without penalty with 30-day written notice from either party before end of 5-month anniversary date. Please send such notice by regular mail or email. Account must be paid in full prior to cancellation date. Termination does not remove your responsibility to pay all fees or costs in collecting any past due amounts, including costs of attorneys or a collection bureau, those fees and costs will be added to your balance. We may, in our discretion, accept a 30-day or immediate cancellation notice for the following reasons*: Sale of property, unemployment, sickness and/or death. (*We may ask for proof for early cancellation). A termination fee may apply if cancellation notice is not given.

CANCELLATION OF VISITS: 2-day notice is required for cancellation of a scheduled visit. Please call **King Property Services** 2 days before your normal scheduled service and let us know you want to be skipped. Scheduled visits will be charged if 2-day notice is not given.

NOTICE OF DAMAGE: Client must notify **King Property Services** at within 48 hours of any damages caused by **King Property Services** employees while performing work (via phone call for minor problems and in writing for more serious issues). In most cases, **King Property Services** will address the problem within two to five business days after receiving client's request. In some cases, it may take longer, depending on circumstances beyond **King Property Services** control (such as, but not limited to weather)

SATISFACTION: If for any reason, you are not 100% satisfied with your services, please contact us to resolve the issue. We pride ourselves in exceeding our clients' expectations and we're always happy to keep communication open and honest.