



Scoopy Poopty Terms of Service

1. Definitions

Customer means the purchaser of services. Property means the approved service location. Recurring Service means scheduled ongoing service. One-Time Cleanup means a single scheduled cleanup.

2. Services

Scoopy Poopty provides pet waste removal from agreed service areas only. Services do not include mowing, landscaping, leaf removal, trash removal, construction cleanup, or work outside the agreed service area unless separately agreed. Waste removal from outdoor areas only.

3. Scheduling

Service days and routes are determined by Scoopy Poopty. Arrival times are estimates and may vary due to weather, traffic, emergencies, equipment failure, holidays, or operational needs. Scoopy Poopty may reschedule service when necessary. In the unlikely event a Scoopy Poopty tech unexpectedly becomes unavailable to perform your scheduled service, the customer will be informed as soon as possible to make arrangements for an alternate service visit. If for any reason your pet(s) will not be using the yard for a certain period (i.e. vacation, illness, etc.) and you do not wish to be charged for an unnecessary visit(s), please let us know in advance to pause the service.

4. Payment

Payment is due after completion of service unless otherwise agreed. Recurring customers authorize automatic billing. Failed payments may delay or suspend service. Returned payments, charge-backs, or payment disputes may result in suspension or termination until resolved.

5. Customer Responsibilities

Customer shall provide safe access to the Property, maintain operable gates, disclose aggressive animals, damaged fencing, exposed wiring, venomous insect activity (bees/wasp nests), irrigation issues, or other hazards and maintain reasonably serviceable yard

conditions. Excessively tall grass, weeds, dense vegetation, leaves, mud, standing water, debris, junk, construction materials, snow, or similar conditions that conceal waste or create unsafe footing may prevent service. Scoopity Poopity is not responsible for waste that cannot reasonably be located due to such conditions. If Scoopity Poopity arrives but cannot safely complete service because of inaccessible or unsafe conditions, the scheduled service charge may still apply.

6. Property Access

Customer authorizes Scoopity Poopity to enter designated service areas. Scoopity Poopity may refuse, postpone, or discontinue service whenever conditions are unsafe or access is unavailable.

7. Gate Security

Scoopity Poopity documents the securely closed yard access gate after each completed visit. Gate photographs will be retained for documentation, quality assurance and liability purposes. On service visits that the customer is not on the premises, and it is discovered that an access gate is faulty/damaged which causes an opening, Scoopity Poopity may utilize a device (eg: bungee cord, zip tie) to provide a temporary remedy for keeping the faulty/damaged gate from inadvertently opening. This issue will be promptly communicated to the client so that it may be remedied.

8. Hidden Hazards

Customer accepts responsibility for concealed hazards including holes, sprinkler heads, irrigation valves, animal burrows, unstable ground, concealed sharp objects, hidden utilities, and other conditions not reasonably visible.

9. Pets

Customer is strictly responsible for aggressive pet behavior or actions that results in personal injury. Scoopity Poopity may postpone or refuse service if any animal presents a safety risk. Customer is responsible for securing pets during the service, when necessary. It is recommended that if there is any doubt about your pet's propensity to bite, err on the side of caution and confine or tether our pet during our service visits.

10. Sanitation

Scoopity Poopity disinfects equipment with kennel-grade disinfectant before and after every service to reduce the risk of cross-property contamination.

11. Weather

Scoopity Poopity may delay or reschedule service due to severe weather, wildfire smoke, flooding, excessive heat, or other unsafe conditions.

12. Satisfaction

In the event any service/billing concerns arise, they should be reported to Scooty Poopy as soon as possible (ideally within 24 hours.) Scooty Poopy will investigate reported concerns and make efforts to come to an agreement with the customer to promptly resolve any issues.

13. Damage

Damage claims must be reported promptly with reasonable supporting information. Scooty Poopy will investigate claims involving alleged negligence before determining responsibility.

14. Limitation of Liability

While we do our best to avoid mishaps while on the customer's premises, Scooty Poopy cannot be held liable for preexisting conditions/damages, concealed hazards, pet-related damage, acts of nature, or other circumstances that may reasonably be deemed as beyond our control.

15. Privacy

Customer information is used to schedule service, communicate, process payments, maintain business records, and comply with legal obligations.

16. Changes

Scooty Poopy reserves the right to revise these Terms and Conditions according to future company needs. Continued use of service after notice of revised Terms and Conditions constitutes acceptance where permitted by law.

17. Acceptance

By scheduling service, paying for service, electronically accepting these Terms and Conditions, or maintaining recurring service, the customer hereby acknowledges acceptance and understanding of these Terms and Conditions.

18. Termination of Services

Either party may terminate service, in writing, at any time. Unpaid balances are due within 15 days.