



Plowing Terms of Service

Premier Home Services, LLC will herein after be referred to as the Contractor, we and/or us. The Customer will herein after be referred to as the customer and/or you. Contractor and customer hereby agree to the following: We will provide plowing services and you will pay for the services. You are hiring us as experienced professionals and should allow us to provide services as such.

1. **Communication:** We try to be accessible to you before, during, and after a storm via text or email. All calls go directly to voicemail. There are a lot more of you than there are of us. We send push plan emails to minimize unnecessary communication during a storm so that we can focus on our work. We appreciate your help in minimizing communications with us.
 - o **Push Plan:** The push plan email is sent prior to each storm with our anticipated push plan for the storm. These emails contain important information and should be read upon receipt.
 - o **Customer Requests:** All requests, questions, changes, etc. must be communicated through the office. The service team is on a tight schedule to service all properties in a timely manner and is only authorized to perform the work as listed on their work order. Additional work requires the authorization and approval of the office before proceeding.
 - o **Cancellations:** All customers can opt out of plowing for a storm by following the instructions and deadline provided in the push plan email. Requests made after the deadline in the push plan email may not be honored. If you opt out of plowing and later decide that you do need to be plowed, you may be charged a service fee in addition to the regular service price. These requests will be honored at the contractor's discretion and per contractor's schedule and ability.
 - o Service will automatically renew year-to-year unless you request otherwise. All requests must be sent to the office in writing or via email.
2. **Plow Timing:** Every storm is different: day, time, duration, intensity, temperature, conditions, etc. Therefore, exact plow timing cannot be determined or predicted. Plowing is generally triggered at 2"+. We use several sources to determine when and if plowing is necessary. We will provide plowing services as agreed upon when it's appropriate and necessary to do so. Plowing can be a slow process, conditions are challenging, and we want to clear everyone's driveway to the best of our ability while also staying safe. We appreciate your patience and understanding about this.
 - o Your property will be serviced by a plow truck that also services other similar properties. Snow plowing is not an on-demand service. This means that we plow pre-determined plow routes at our discretion during a storm.
 - o We cannot estimate what time you will be plowed; please do not ask what time we will arrive. We may not respond to inquiries about plow timing.
 - o We understand that inclement weather may affect travel to work or school and that you are paying for a service to aid in that travel. We cannot arrive at everyone's house as soon as the snow ends or in-line with each customer's respective schedule. We will do our best to plow in a timely manner.
3. **Inaccessible Driveways:** Factors that can make a driveway inaccessible include but are not limited to: dumpsters, moving vans, parked cars, pets, fallen limbs/trees, construction material and/or workman in your yard. You should make sure the driveway is as clear as possible prior to a storm. This may involve rearranging cars so that they are pulled tight together, pulling cars onto the lawn if you don't have a garage or parking cars in the garage.
 - o To provide timely and dependable service for all our customers, we do not call or knock on the door if a driveway is inaccessible.
 - o We do not shovel around cars if they're in the driveway but will plow as far up to the cars as we can. Due to the time sensitive nature of plowing, we cannot wait for people to move cars so we can plow.
 - o If your driveway is inaccessible and you request a return trip, we will return as allowable by our schedule and at our discretion. You may be charged a return trip fee in addition to the regular plow charge.
 - o If you need to park on the lawn prior to snow plowing, please do not park in the path of or where we push snow (i.e. don't park in front of the snow bank or block the snow bank).
4. **Damage:** Inflicting property damage is never our goal. However, a 10,000 pound truck with a 2,000 pound plow and two tons of salt is not a precise or delicate instrument. We do our best to plow each property safely and efficiently.
 - o All damage claims should be made to the office within 24 hours of plow service. We reserve the right to review any damage or request evidence before determining a course of action.
 - o Damage to lawn and landscaping can occur because of plowing and is not always preventable. This includes, but is not limited to, lawn, plantings, irrigation, walkways, driveway edging such as cobblestones, or asphalt curbs. We offer repair services for an additional charge.
 - o We are not responsible for damage to any moveable hazards left in the driveways. You may be held responsible for equipment damage, personal injury and lost time incurred by the contractor due to moveable hazards left in the driveway.
 - o We are not responsible for damage to cracked, cracking, or previously damaged property including asphalt, walls, lawns, etc.

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There are simple ways to prevent most typical damage:

- We will install markers along the road and driveways as well as around hazards such as propane tanks and electrical boxes prior to the first storm. They are not toys. Do not let your kids play with them.
- We will review the property prior to the first snow to familiarize ourselves with it before there is snow on the ground.
- [You can leave exterior lights on so we can see better during a storm.](#) You know your driveway very well. We generally only see it at night during a snow storm. Leaving the exterior lights on is a big help!
- You can remove all moveable hazards prior to a storm such as trash bins, trash, boxes, BASKETBALL HOOPS, toys, holiday decorations, bikes and sleds.
- You should avoid planting or installing anything directly adjacent to the driveway that could prevent us from pushing snow onto a lawn or could be damaged by plowing.

- 5. Payment of Service/Delinquent Accounts:** Payment for plowing services rendered is due upon receipt of invoice. A late fee will be added to unpaid balances for each month that such balance remains. We reserve the right to cancel service due to non-payment. Delinquent accounts more than 90 days past due may be sent to collections. Customer may be held responsible for entire past due balance plus additional costs incurred by the contractor on collection, court and attorney fees.
- 6. Fuel:** We are greatly affected by the cost of fuel. If fuel costs can be reduced by creating a more efficient route, rather than increasing our prices, your service day may be affected. Surcharges may apply as fuel rates fluctuate.
- 7. Pets & Children:** To avoid potential injury or incident, please keep your pets & children inside during plowing. DO NOT ASSUME THAT THE PLOW DRIVER CAN SEE YOU! The plow driver is focused on plowing and may not be looking for people or cars moving around the truck.