



This is an agreement between Premier Home Services, LLC, herein after 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 promise and agree to the following: The contractor agrees to provide plowing services as agreed upon with the customer and the customer agrees to pay the charges specified herein.

**1. Communication:**

- **Push Plan:** An email will be sent from the office prior to each storm notifying all customers of the anticipated push plan for the storm. These emails contain important information and should be read upon receipt.
- **Customer Requests:** All requests, questions, changes, etc. must be communicated through the office. Communicating with the office is the only approved way to a change to service or to schedule additional services. The service team is only authorized to perform the work as listed on the work order and are on a tight schedule to service all properties in a timely manner. Additional work requires the authorization and approval of the office before proceeding.

**2. Plow Timing:** Exact plow timing cannot be estimated or predicted. [We ask that customers read the push plan email for our best estimate on general timing. We may not respond to inquiries about plow timing.](#) 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.

**3. Cancellations:** All customers can opt out of plowing for a storm by following the communications instructions and timeline 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 will 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. For the convenience of our customers, service will automatically renew year-to-year unless you request otherwise. All requests must be sent to the office in writing or via email.

**4. Damage:** Contractor is not responsible for damage to any moveable hazards left in the driveway and ask that you remove all moveable hazards prior to a storm to avoid unnecessary damage. Examples of moveable hazards include, but are not limited to: trash bins, trash, boxes, toys, holiday decorations, bikes and sleds. 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. We do our best to plow each property safely and efficiently. Inflicting damage to a customer's property is never our goal. All claims of damage must be made to the office within 24 hours of plow service. Contractor reserves the right to review any damage or request evidence before determining a course of action.

**5. Inaccessible Driveways:** To provide timely and dependable service we do not call or knock on the door if a driveway is inaccessible. 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. We do not shovel between cars. 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. We encourage all customers to 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 are in the garage.

**6. Payment of Service/Delinquent Accounts:** Payment 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 as a result of 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.

**7. 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.

**8. 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.