

Scoop the Poop LLC – Terms of Service

Welcome, and thank you for choosing Scoop the Poop LLC for your pet waste removal needs. By initiating service with us, you agree to the following terms and conditions.

1. Initial Cleanup

Standard service rates apply to cleanups requiring up to 30 minutes of labor.

For cleanups that exceed 30 minutes, an additional fee of \$1 per minute will be added to the final invoice.

2. Customer Responsibilities

To ensure a smooth and effective service, we ask our clients to:

Provide safe and unobstructed access to the service area on scheduled cleanup days.

Understand that if access is blocked and service cannot be performed, the visit will still be billed at the standard rate.

Notify us promptly of any changes in the number of pets on the property.

Ensure timely payment of all service invoices in accordance with our billing terms.

3. Weather Delays & Scheduling Conflicts

Service may be delayed due to inclement weather. In such cases, we will resume cleanup as soon as it is safe and practical to do so.

No services are performed on national holidays. If a scheduling conflict arises, Scoop the Poop LLC will provide a minimum of 3 business days' notice of any changes or rescheduling.

4. Service Pauses

Clients may request a temporary pause in service by contacting us via email or text in advance. Failure to notify us in a timely manner may result in charges for missed visits.

5. Yard Access and Conditions

Our technicians will only remove pet waste that is visible and accessible at the time of service.

We do not remove waste that is obstructed by excessive leaves, debris, snow, or yard waste. Please ensure the area is reasonably clear prior to our visit.

Leaf raking, snow removal, or yard maintenance are not included in our services.

6. Safety Policy

While we are pet lovers, our team's safety is a top priority. If we encounter aggressive or threatening behavior from pets (e.g., growling, charging, or hostile barking), the technician will leave the premises immediately, and the visit will still be billed.

7. Property and Liability

Scoop the Poop LLC takes every precaution to leave your yard and property exactly as we found it.

We are not liable for damages to gates, landscaping, pets, or other property. As a courtesy, we will send a photo confirmation after each cleanup to keep you informed and ensure service quality.

8. Fees and Promotions

All service rates, fees, and promotional offers are subject to change without prior notice.

Pricing adjustments may reflect operational costs, seasonal demand, or service updates.

9. Payment Terms and Termination

Service may be canceled at any time by either party via email or text message.

All invoices are due within 15 days of issuance. Accounts unpaid beyond 15 days may be subject to late fees and collections.

10. Agreement to Terms

By initiating and continuing service with Scoop the Poop LLC, both parties agree to these terms and acknowledge the responsibilities outlined herein.