



Let's get this party started!

Yard Card Rental Agreement

Greetings!

This here is our fully detailed rental agreement for you to review prior to making your reservation. You as the customer will be responsible for all policies and it's imperative to understand how our business works. All signs are for **rental purposes only** and they are property of Greetings by Surprise LLC only. They are not yours to keep nor are they for individual sale.

Terms and important facts:

All payments must be paid in full provided a receipt once we receive your payment and order form.

All yard card installations take place anytime between a four hour window of 6:30AM - 10:30AM on your scheduled reservation date unless other arrangements have been made between you and a Greetings by Surprise LLC representative. We only install during the daytime hours when it's light outside. We will not install any signs when it's still dark outside under any circumstances. Our schedule is based on the number of signs we have to install each day and the areas we are assigned. Please understand that every install cannot be first thing in the morning as our goal is to try to get out to everyone as early as we can.

Please be sure someone in the home is aware that we will be on the premises to prevent anyone from assuming an intruder is on the property. **Our safety is extremely important and if we don't feel safe while on site we will cancel the appointment. No refund will be issued if this occurs.** The yard card will be picked back up by our staff the following day no later than 2PM so please don't be alarmed if you hear us removing the display and loading up our vehicle. We will be as quiet as possible!

During the hot summer months we highly encourage you to water your lawn prior to the install if we haven't received any rain in the last 2 days. This is requested so the stakes will go down into the ground easily. If the ground is extremely dry/hard our stakes may not go all the way down and it can affect the look of your yard card display and/or cause your display to be canceled.

For those with RING or any other camera devices, please be sure to turn off all alerts or notifications the morning of your install if your yard card is a surprise. We also recommend that you close all curtains/blinds facing the yard so we can set up quietly and discreetly. If possible, please try to put pets in a room furthest from the area where the display will be installed. We love dogs, but when they are barking through the window it tends to put a damper on the surprise.

Please keep unattended children and pets away from our display to prevent unwanted damages. If any property of Greetings by Surprise LLC is damaged, soiled or missing during the time it is on your property you will be held financially responsible for the charges and invoiced to replace our merchandise.

For the safety of everyone, especially children, please do not allow anyone to play on or around the lawn greeting display. Our yard card will not safely support the weight of a child or an adult leaning, sitting, or playing on our property.

Greetings by Surprise LLC is not responsible for any names to be displayed that you spell wrong on your reservation form. You are responsible for providing us with the correct spelling in writing. Unfortunately we will not be returning back to your location to correct any names if the error was on your end unless you agree to pay an additional trip charge.

Please do not move, remove, or rearrange our display. Our signs are water/weatherproof so if it rains/snows they will be just fine.

We ask that you keep all food and beverages away from our yard card display at all times.

Please do not toss lawn display items in the garbage or vandalize our signs. If the recipient is not pleased with our display for various reasons such as not enjoying the attention or not being in the mood to celebrate please contact Greetings by Surprise LLC immediately to come pick up the yard card. We will not issue a refund if this occurs.

Greetings by Surprise LLC will not set up any displays at an apartment complex, public park, cemetery or non-residential location of any kind for liability reasons unless special arrangements have been made.

Please protect our inventory from any damages that might be caused by flying debris from lawnmowers, dogs, etc. You will be charged if our items get damaged or dirty.

If you have a landscaper coming or if you plan on cutting the grass please be sure they arrive before we set-up. If the lawn is cut while our display is on site you will be financially responsible for replacing any damaged or dirty items. If we arrive and your lawn is currently in the process of being cut we will not wait to do our install and a refund will not be granted.

Please be sure your yard is free of pet waste and debris. We cannot work in hazardous or unsanitary conditions otherwise we will not be able to proceed with your install. No refund will be given if this occurs.

We love pets but please keep them away from our crew while we are on site installing or removing our lawn display.

Please do not attach balloons or streamers to any part of the yard card. Balloons get hot in the sun and if a hot balloon bursts against our signs the ink on the signage may get damaged.

Greetings by Surprise LLC will not be responsible for any injuries from our yard card display. These signs are installed with stakes, zip ties, heavy duty tape and etc that can cause unexpected injuries.

Our company will not be responsible for small (barely visible) holes from the stakes placed in your lawn during the install and removal.

Greetings by Surprise LLC will not be responsible for any damage to underground sprinklers, water lines, electrical lines or gas lines of any sort in your lawn where your display was installed.

Photos of the installed display on your property may be used for marketing purposes. Selected photos may be visible on our company website and/or social media sites.

Refund Policy:

We understand that life happens and if you must cancel your booking it has to be done within 48 hours of your scheduled appointment. Our company will either offer you a 50% refund or you may receive a credit in the full amount paid. The credit can be used toward another yard card on a different day during the same calendar year. If you cancel in less than 48 hours you will not receive a refund or credit.

If for any reason Greetings by Surprise LLC has to cancel your appointment due to unforeseen circumstances you will receive a 100% refund (i.e. transportation issues, illness and etc)

In the event of inclement weather we may not be able to set up lawn displays. Inclement weather includes heavy rain, lightning, thunderstorms, hail, hurricanes, heavy winds, accumulating snow and any other Act of God that would put us or our lawn display in harm's way. In an event we have to cancel due to inclement weather you will be able to reschedule to another date or receive a full refund.

No refunds will be given due to homeowners requesting us to remove the lawn display. Please get approval to have a yard card set up if it will be installed on someone else's property.

Please be aware that our lawn display needs a grassy area to be successfully installed NO EXCEPTIONS! We cannot install on hard ground/rocks or very small areas of grass. Many new construction communities have concrete under their lawns vs soil/dirt which makes it difficult to successfully install our yard cards. If for any reason we are unable to install our stakes in your lawn unfortunately we will not be able to proceed with your yard card installation. We will refund you 50% of the total paid and cancel your appointment.

No refunds will be given due to being denied access into a gated community or Homeowner Association contracts not approving yard card signs.

No refunds will be given due to the client providing us with the wrong address. Please text or email over a front exterior photo of the home scheduled to have the yard card installed to 216-606-5521 or greetings4you@yahoo.com within 24 hours of your appointment.

By placing a yard card order and submitting your full payment, you hereby agree to all terms included in this rental agreement. Your payment will suffice as an electronic signature so there is no need to return this agreement back to Greetings by Surprise LLC. Please keep this agreement for your records.

