

Terms & Conditions

Ioannone Services LLC**

These Terms & Conditions outline the agreement between **Ioannone Services LLC** (“the Company”) and the client (“the Customer”) for lawn care, landscaping, and snowplowing services. By hiring the Company, the Customer agrees to all terms listed below.

1. Service Overview

Ioannone Services LLC provides residential and commercial lawn care, landscaping, and snowplowing services. Services may be purchased individually, per visit, or through seasonal service plans.

2. Scheduling & Service Windows

- Lawn care is performed on a consistent weekly schedule during the growing season.
- Weather, equipment issues, or unforeseen delays may shift service times.
- Snowplowing is performed based on snowfall accumulation and route order; exact arrival times cannot be guaranteed.

3. Access to Property

- The Customer must ensure the property is accessible at the time of service.
- Obstructions such as vehicles, locked gates, pets, or debris may prevent completion of work.
- If access is blocked, the Company may skip the service and no refund will be issued for that visit.

4. Lawn & Property Conditions

- The Customer is responsible for maintaining safe conditions on the property.
- The Company is not responsible for damage caused by hidden objects such as hoses, toys, rocks, or debris left in the yard.
- Excessive grass height, overgrowth, or neglected conditions may result in additional charges.

5. Payments & Billing

- Payment is due according to the Customer’s selected plan (per visit, monthly, or seasonal).

- Late payments may result in service suspension until the account is current.
- Returned payments may incur additional fees.

6. Service Changes & Cancellations

- The Customer may request changes to their service plan with reasonable notice.
- Seasonal plans may include early-termination fees if canceled before the end of the season.
- The Company reserves the right to cancel services due to unsafe conditions, non-payment, or repeated access issues.

7. Weather & Environmental Conditions

- Services may be delayed or adjusted due to rain, storms, extreme heat, or unsafe conditions.
- Snow services are performed based on accumulation and route order; timing may vary during heavy storms.

8. Snow Service Details

- Snowplowing begins **during or after every 3 inches of snowfall**.
- Snow drifts are **not included** and will be billed separately.
- Unlimited trips apply only to active snowfall events and standard accumulation.
- End-of-driveway cleanup after city plows may be included or billed separately depending on the Customer's selected plan.

9. Property Damage

- The Company is insured and will address any damage caused directly by our equipment or staff.
- The Company is **not** responsible for damage to underground utilities, sprinkler heads, invisible dog fences, or other unmarked items.

10. Customer Responsibilities

- Keep pets secured during service.
- Remove obstacles from lawn and driveway areas.
- Notify the Company of any hazards, changes, or concerns on the property.

11. Satisfaction Guarantee

Ioannone Services LLC strives to deliver **reliable, honest, high-quality service**. If the Customer is unsatisfied with any service, they must notify the Company within **24 hours** so the issue can be corrected.

12. Liability & Limitations

- The Company is not liable for delays or failure to perform due to events beyond our control (weather, emergencies, equipment failure, etc.).
- The Customer understands that lawn care and snow removal results may vary depending on weather and property conditions.

13. Acceptance of Terms

By hiring **Ioannone Services LLC**, the Customer acknowledges they have read, understood, and agree to these Terms & Conditions.