

Urban Landmines, LLC Client Agreement

This Client Agreement ("Agreement") outlines the terms and conditions that apply when you engage with Urban Landmines and purchase our services. By signing up for or using any of our services, you, the client, agree to the following terms and conditions:

1. Service Delivery Standards Urban Landmines and its dedicated team of professionals are committed to delivering our services in a professional, reliable, and trustworthy manner. Your satisfaction is our top priority. We pledge to maintain the highest standards of service quality.

2. Waiver of Claims As a client, you acknowledge and agree to hold Urban Landmines and its employees harmless, waiving all claims against us, except in cases of gross negligence on the part of Urban Landmines staff or management.

3. Pet Waste Removal Our commitment is to remove pet waste that is readily visible. However, certain conditions, such as tall grass, overgrown weeds, and uncleared debris, may impact the effectiveness of our cleanup. It is the client's responsibility to maintain the yard's landscaping, including grass, trees, bushes, shrubs, and leaf removal. Please note that we may not dig through piles of leaves, mulch, or rocks.

4. Service Under Decks and Trampolines Service under decks and trampolines is limited to waste within arm's reach. We do not service under decks lower than 5 feet in height or under trampolines. Clients should move trampolines to enable service. If you notice any areas being missed, kindly inform us for correction on subsequent visits.

5. Staff Safety and Aggressive Pets For the safety of our staff, please keep pets that exhibit any signs of aggression or agitation inside during service visits. Urban Landmines will text clients when en-route and will not enter yards with aggressive or unfriendly pets. In situations where staff safety is at risk, we reserve the right to take necessary actions to protect ourselves.

6. Defective fences or latches Urban Landmine, LLC shall not be responsible for any pets that have escaped from the yard due to defective fencing, invisible fencing, or faulty latches. If we notice any defects, we will alert the customer via text message, however it is the responsibility of the customer to ensure that their pets are properly secured within their fenced area.

7. Payment Terms Invoices will be sent upon the completion of the first visit. For recurring services – the monthly invoice will be sent following the second visit. We accept all major credit cards as forms of payment.

8. Service Times and Weather We are unable to provide specific visit times due to several factors. However, we strive to keep services completed on your scheduled service day, from sunup to sundown. We work in most weather conditions but will pause or postpone services if weather or road conditions become unsafe.

9. Service Scheduling We may, at our discretion, need to reschedule or change your service day(s) for any reason. If this is the case, notice will be provided to affected clients.

10. Holidays We do not provide services on New Year's Day, Easter Sunday, Thanksgiving Day, Black Friday, and Christmas Day. If your service day falls on these holidays, your service will be skipped to the following week.

11. Cancellations, Pauses, and Restarts You have the flexibility to cancel, pause, or restart services. If you decide to cancel, your account will be deleted, and reactivation will require the signup process. Please inform us of any changes in your pet count.

12. Refunds We offer refunds only in the event of our errors. Upon canceling your service, we will continue to render services until the end of the current billing cycle. If a refund is to be given, it will be minus bank/credit card processing fees and any proration of services.

13. Satisfaction Guarantee If you are unsatisfied with our service, we will make every effort to revisit on the same day. Requests must be made within 24 hours after the last service. We aim to work with you to resolve any issues to your satisfaction within the guidelines of our terms.

14. Late Payments We send invoices via email after the first service completion, and then monthly following your second visit. If we do not receive payment within 72 hours (about 3 days), we will send a reminder. After seven (7) days, a past due payment fee of \$15 will be added every seven (7) days until payment is received.

15. Initial Cleanups Clients are responsible for providing accurate information during the initial signup process. Any additional charges incurred due to inaccuracies in information will be billed to the client.

16. Waste Removal We will bag and remove collected waste from the property.

17. Pet Count Changes Clients must notify us of any increase or decrease in the number of pets within seven (7) days of the change.

18. Referrals Refer to a friend and receive your next two weeks of service FREE! Please ensure the referred individual lists your name during the signup process. To qualify, you must be an active recurring customer.

19. Marketing Material Clients grant Urban Landmines permission to use images/photos of services performed on the property for marketing purposes unless other arrangements have been made.

20. Cancellations/Charges Clients can cancel this agreement at any time with written notice. We do not require contracts for residential services, but written cancellations are needed at least 24 hours before the next service day. Commercial clients must provide 30 days (about 4 and a half weeks) written notice for cancellations.

21. Liability By signing this document, you, the customer, agree to hold Urban Landmines, LLC harmless from any liability for any and all damage to yards, fences, decks, pets, or property.