

Terms & Conditions



Collegiate Landscaping

P.O. Box 886 • Glastonbury, CT 06033

(860) 899-8995 • info@collegiate-landscaping.com

HIC License #0653561

Last Updated: May 2026

1. Acceptance of Terms

By approving a quote, requesting services, submitting payment, or allowing work to begin, the customer acknowledges and agrees to the following Terms & Conditions established by [Collegiate Landscaping](#).

These Terms & Conditions apply to all services provided by Collegiate Landscaping, including but not limited to landscape maintenance, lawn care support services, seasonal cleanups, pruning, mulch installation, landscape enhancements, hardscaping, snow removal, salting, and subscription maintenance services.

2. Estimates & Pricing

All quotes provided by Collegiate Landscaping are estimates based on visible site conditions and the anticipated scope of work at the time of inspection.

Unforeseen conditions, hidden obstacles, excessive overgrowth, buried debris, drainage issues, unsafe conditions, inaccessible work areas, or customer-requested changes may result in additional charges. If substantial changes to the scope of work become necessary, customers will be notified whenever practical before additional work proceeds.

Quotes are valid only through the expiration date listed on the estimate unless otherwise stated.

3. Pricing Adjustments

Pricing is based on current labor, fuel, material, disposal, and operating costs at the time the quote is issued. Collegiate Landscaping reserves the right to adjust pricing in the event of significant or unforeseen increases in fuel prices, material costs, disposal fees, supply chain disruptions, tariffs, labor shortages, or other operational expenses beyond our reasonable control. Customers will be notified of any necessary pricing adjustments whenever practical.

Subscription and recurring service pricing may be reviewed and adjusted seasonally or upon renewal.

4. Deposits & Scheduling

Certain projects or seasonal services may require a deposit before scheduling. Deposits secure placement on the production schedule and may be applied toward the final invoice unless otherwise stated.

Scheduling is based on route efficiency, weather conditions, staffing, material availability, and seasonal demand. Exact service dates and arrival times cannot be guaranteed.

Weather delays, excessive rainfall, drought conditions, equipment failure, staffing shortages, municipal restrictions, or unsafe working conditions may require scheduling adjustments.

5. Payment Terms

Invoices are generally due within seven (7) days of issuance unless otherwise stated in writing.

Accepted payment methods include:

- ACH bank transfer
- Zelle
- Check
- Cash
- Credit/debit card

ACH, Zelle, check, and cash payments are accepted with no processing fees. Credit and debit card transactions are subject to a 3% processing fee.

Late payments may incur a late fee of \$25 or 1.5% per month, whichever is greater. Collegiate Landscaping reserves the right to suspend or refuse services on delinquent accounts until balances are paid in full.

Customers are responsible for all collection-related costs, including attorney fees, court costs, interest, and collection agency fees associated with unpaid balances.

6. Property Access & Customer Responsibilities

Customers are responsible for providing safe and unobstructed access to all work areas.

Prior to service, customers should:

- Remove vehicles, hoses, toys, pet chains, decorations, extension cords, and obstacles from work areas
- Secure pets
- Clearly mark irrigation systems, invisible fences, septic components, low-voltage wiring, landscape lighting, and hidden objects

Collegiate Landscaping is not responsible for damage to hidden or improperly marked items.

7. Lawn Maintenance & Landscape Operations

Landscape maintenance operations involve the use of commercial equipment including mowers, string trimmers, blowers, plows, loaders, and power tools. While reasonable care is exercised, incidental scuffing, scratching, turf wear, or minor damage may occur during normal operations.

Collegiate Landscaping is not responsible for damage to:

- Hidden obstacles
- Pre-existing property defects
- Loose fencing
- Deteriorated asphalt or curbing
- Unstable edging
- Decorative items placed within service areas
- Low-hanging branches
- Unmarked irrigation or utility components

Overgrown properties may require additional labor, double cutting, debris removal, or restoration services beyond standard maintenance pricing.

8. Pet Waste Policy

For the safety of customers and staff, excessive pet waste must be removed prior to scheduled services. Collegiate Landscaping reserves the right to skip service areas, reschedule service, or apply additional charges where excessive pet waste is present.

9. Snow Removal Services

Snow and ice management services are governed by the terms outlined within the applicable Snow Removal Agreement. Snow accumulation thresholds, timing, priority services, salting limitations, and weather delays are subject to operational and weather-related conditions beyond our control.

Turf, edging, curbing, and lawn areas adjacent to plowing surfaces may experience incidental damage during winter operations despite reasonable care.

10. Service Limitations & Weather Conditions

Collegiate Landscaping cannot guarantee:

- Weed-free lawns or beds
- Complete ice prevention
- Exact seed germination rates
- Plant survival
- Lawn recovery during drought or extreme weather
- Exact mulch, stone, or plant coloration
- Continuous snow-free or ice-free surfaces during active storms

Natural products and living materials vary in color, growth, texture, and performance.

11. Damage Claims & Service Concerns

Customers must report:

- Property damage claims within forty-eight (48) hours
- Workmanship concerns within seven (7) days

Failure to report concerns within these timeframes may limit Collegiate Landscaping's ability to investigate or resolve the issue.

12. Documentation & Communication

Collegiate Landscaping may utilize:

- GPS tracking
- Timestamped photographs
- Video documentation
- Service logs
- Text messages
- Emails
- Customer portal records

as documentation of service completion, site conditions, communication history, and operational records.

By using our services, customers consent to communication through phone, text message, email, and customer portal notifications related to scheduling, billing, weather updates, and service-related matters.

13. Marketing Photography

Unless otherwise requested in writing, Collegiate Landscaping reserves the right to photograph completed work and utilize property images for marketing, training, website, social media, portfolio, and promotional purposes.

No personal identifying information or customer names will be publicly shared without consent.

14. Limitation of Liability

To the fullest extent permitted by law, Collegiate Landscaping's liability for any claim related to services provided shall not exceed the amount paid by the customer for the specific service giving rise to the claim.

Under no circumstances shall Collegiate Landscaping be liable for indirect, incidental, consequential, or punitive damages.

15. Force Majeure

Collegiate Landscaping shall not be held liable for delays, interruptions, or inability to perform services due to circumstances beyond reasonable control, including but not limited to:

- Severe weather
 - Natural disasters
 - Fuel shortages
 - Labor shortages
 - Equipment failure
 - Material shortages
 - Government restrictions
 - Supply chain disruptions
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16. Right to Refuse or Suspend Service

Collegiate Landscaping reserves the right to refuse, suspend, or discontinue services due to:

- Unsafe working conditions
 - Aggressive animals
 - Harassment or threatening behavior
 - Nonpayment
 - Hazardous property conditions
 - Inaccessible work areas
 - Conditions outside the agreed scope of work
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17. Governing Law

These Terms & Conditions shall be governed by the laws of the State of Connecticut.

Both parties agree to attempt good-faith resolution of disputes prior to formal legal action.

18. Contact Information

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