



Lawn Care and Landscape LLC

Information Policies

THECUTLAWNCARE@GMAIL.COM

512-620-3495

For better communication, here is some important information our costumers needs to know before any agreement.

This policy goes from Jan 1, 2024 to Dec 31, 2024.

Schedule / Reschedule/ Cancel

- ◆ Our business hours are Monday - Friday from 8:00 am to 5 pm;
- ◆ Schedule, reschedule or canceling should be done by email (thecutlawncare@gmail.com) or by texting the office number (512 337 1961) at least 24 hours before service date;
- ◆ Our routes are made a day prior service, so every change needs to be done at least 24 hour before service day;
- ◆ We can't schedule a specific time for the service, only the day can be guaranteed;
- ◆ If customers request a "skip" this must be done by text message to the office number at least 24 hours before the mowing date;
- ◆ Skipped services can only be skipped to the next regular scheduled service, no rearranging service scheduling;
- ◆ Typically, weather delays shift your day forward. IE. if Mon is a bad weather day, Mon pushes to Tues, Tues pushes to Wed, etc... ALL DELAYS WILL BE COMMUNICATED.

General Information

- ◆ Overgrown lawns will be subject to an overgrowth fee (fee varies according to the particular service request and includes compensation for extra time and effort/wear and tear on our crew members and equipment). The Cut is not responsible for Mismanagement of lawn service frequencies that cause overgrowth conditions. It is customer responsibility to update mowing frequency in order to avoid overgrowth fees.
- ◆ We allow on demand service for anyone over a 4 week timeframe of service needs. If your lawn is overgrown, needs extra cleanup, or extra edging because of this extended period between services, the crew manager will assess a fee in any of these 3 categories.
- ◆ Our mowing services are routed and grouped per neighborhood for efficiency. For this reason your area has a designated day(s) of the week. Customers unfortunately will not be able to choose the day of service, but hopefully we will get close to your preference.
- ◆ For weekly maintenance, edging will be provided every other week (biweekly);
- ◆ Debris, grass clippings, and leaf pickup from services will be collected in trash bags, but not removed by us; to be placed in your usual landfill can, or placed at curbside.
- ◆ Lawn must be ready for maintenance before service day (Toys, trash and pet waste removed, water hose stored/rolled up) otherwise a \$10 fee may be assessed.

- ◆ A fee may be charged to move objects in the lawn (tables, chairs, trampolines, toys, trash etc);
- ◆ Minimum \$125 dump fee will be negotiated if any debris needs to be removed (will be discussed prior for approval by customer; this is typically required for large debris removal services such as tree service or full landscape cleanups);
- ◆ Mowing height will be in accordance with grass type, client preference, seasonal requirements , etc., however typical Central Texas climate and watering restrictions has caused us to always mow high. (3.5"+). If you desire shorter grass, please notify us and we will make the adjustment.
- ◆ Damage to improperly buried irrigation is not our responsibility. Especially in overgrown lawns or tall grass lawns.
- ◆ It Is not our responsibility for accidental damage to exposed cables, wires, sprinkler components which are typically found below the surface of lawns, and if properly installed, should indeed be below the ground, clear of mower obstruction.

Payments

- ◆ Invoicing will be sent within 24 hrs after each job is completed;
- ◆ The invoice is due on receipt;
- ◆ Customers have the option to pay through Venmo (@thecutlawncare) or Zelle (512 620 3495) up to two (2) days after the invoice was sent, on the third day if the invoice is still pending we will automatically charge via the card stored on file.