



YARD DOODY

DOG WASTE CLEANUP

SERVICE POLICIES

1. **Payment:**

- a. You will receive your invoice, via e-mail, on the 1st of the month. This invoice reflects services *already rendered* (i.e. a 12-1-16 invoice is for November services).
- b. Payment is due within 15 days to ensure service is uninterrupted.
- c. **In the payment portal, if you check the box “authorizing Yard Doody to use your card information for future payments,” your card will be automatically debited on the 1st of each month.**
- d. Online payments are made via the payment portal OR checks can also be written out to *YARD DOODY* and mailed to *204 Tyler Road - King of Prussia - 19406*.
- e. Please, **DO NOT** give payments to our technicians, unless it is something meant for them.

2. **Initial Cleaning fee:**

- a. Initial cleanings carry a \$50 minimum and include 30 minutes of service. Every 15 minutes thereafter will be billed at \$10 per. (1 hour would cost \$70).
- b. We are more than happy to waive this fee if you’ve been keeping up with it yourself.
- c. *Any service that has been suspended for more than 2 weeks (due to late payments) will result in an initial cleaning fee being assessed on our next visit*

3. **Late payment fee**

- a. All invoices are considered late if not paid in full before the 17th of each month.
 - i. A \$10 per month fee will be assessed.
 - ii. If the late payment is not received by the 30th, service will be suspended (please see section 2c.).

4. **Returned payment fee:**

- a. All returned payments will be assessed a \$20 returned payment fee.

5. **Service days:**

- a. All clients are given a “target day” of service. While it serves the best interests of us all to have this day remain the same, many variables exist that require us to move this day. Most times, we’ll simply need to come the day before OR the day after your target day. In the event this happens we **WILL NOT** give notice. The only exception will be with clients who need a special arrangement due to gaining access to the property. If a scenario arises where we need to come beyond the “day before/after” timeframe, we will be certain to contact you to let you know.
- b. **Winter months:** If your service day is missed due to snow covered grass, we will be out the following week to service your yard. Keep in mind, there will be twice as much to clean up the following week. As such, your account *will not* be credited. If it happens to occur for consecutive weeks, we will be in contact with you to determine an appropriate plan. If we miss a week because of snow and you happen to clean up yourself, please let us know and we will be sure to credit your account for that week.



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- c. We try to keep our service days consistent, however, in order to keep our prices low we may need to change service days from time to time to keep the routes efficient.
- 6. **Unacceptable service:**
 - a. We take great pride in the job you pay us to do. If you are ever unhappy with the service you have received, please let us know immediately and we'll do our very best to be out the next day to remedy the problem.
- 7. **Seasonal/access concerns:**
 - a. Every season presents its own challenge to us doing the best we can. The following will inhibit our ability to be as efficient as possible: LEAVES, DEBRIS, and HIGH GRASS. We appreciate your efforts in helping us do the best job we can.
 - b. If we can't gain access to a locked gate, or one that is blocked by wind-blown snow, we won't be able to service your yard that day. If we happen to be in the area another day, we will certainly make an attempt to come and service your property. However, if we cannot, we will come on your next regularly scheduled day.
- 8. **Shut Down:**
 - a. Yard Doody will shut down from Christmas Eve through New Year's Day each year. For this week, we will follow the snow policy outlined in section **6.b.i.** The appropriate adjustments will be made to ensure you do not go more than two weeks with a service.