

Service Policy

Service Day

Your lawn service will be scheduled for a day we are in the area. You will be informed of the day we are in the area and this will remain your service day unless otherwise notified.

If you are a “service on call” (Meaning not on a regular schedule) or if the lawn is overgrown then you will be charged an additional fee for grasses over 6 inches tall

Addition of Services

A-Class Lawn will gladly perform any services request for you.

Any additional service requested is an additional charge and will be included on your **next** scheduled service day.

Overgrown Lawns

An additional charge will be added if your grass is higher than 6 inches.

Weather Delays

In the event of bad weather your service will be delayed until optimal weather conditions.

If we can predict the weather before it arrives we will make adjustments in the schedule to get everyone done on their schedule week. We will notify you if there will be a delay to the schedule.

Scheduled Services Payment

We will send an invoice for your services the day after service is provided via email where you may pay online or mail in payment

Payment goes through a “quickbooks” server and is a secure link

If you request U.S. mail invoicing postage fee will be included on invoice

Payment is due within 7 business days of receipt.

Payment options include cash, check and online payment.

If there is non-payment for services rendered after 30 days from time of service; services will be cancelled. There will also be a \$350.00 administrative fee and suit for non-payment will be filed with Small Claims Court of Williamson County. Court fees will be the responsibility of the client.

Return Check Fee

In the event of a returned check there is a \$35 return check fee

Gates & Pets

Please unlock gates before the day of your lawn service. If your back gate is locked we will service your front lawn only and invoice you for the **full** amount of service

Please secure your pets on your service day and please pick up pets feces as much as possible before your service day

Damages

A-Class will take full responsibility of damages caused by our lawn equipment; not including items left in the yard (i.e. toys, pools, hoses) or wood fences. We will do our best to pick these items up as we see them

A-Class will not assume responsibility of disease or damage to lawns or landscape plants caused by excessive irrigation or lack of water. A-Class will notify you of any damages to items hidden in the landscape; however we will not assume responsibility for these items.

Planting of flowers, grasses, hedges, and trees

A-Class will not guarantee the planting of flowers, grasses, hedges and trees due to these items are perishable. These items will need to be watered on a regular basis.

Holidays

Holidays observed by A-Class Lawn Service:

- New Year's Day
- Fourth of July
- Thanksgiving
- Christmas Eve
- Christmas Day

In the event of a holiday; your specified day of service will be moved forward or moved back one day. All other holidays A-Class Lawn Service will provide services, if you do not want services on holidays not listed above please notify A-Class Lawn Service in advance.

Satisfactory

If you are not completely satisfied with the quality of service received; please contact A-Class by phone or email **within 24 hours of service**. If you do not contact us **within 24 hours of completion**; it is assumed that you are completely satisfied with the service and payment in full is expected as stated before.

Service Cancellation

You can cancel your service at any time; however a 7 business day notice is required.

Contact us at:

512-577-5209

P.O. Box 561

Leander, Texas 78646

Email us at a-classlawn@sbcglobal.net