



Customer Rights and Agreement

At Liberty Lawn Care we do what we say we are going to, when we say we are going to do it. Your satisfaction is our goal.

- 1.) We will treat you, your family, and your business with respect and care.
- 2.) A day will be agreed upon to provide your lawn service (or project) and we will stick to that day unless you instruct us otherwise. In the event of HEAVY rain or equipment failure we will come the next day available and then resume your normal mowing day the following week. (Saturday mowing may be necessary)
- 3.) Details regarding projects (landscaping, fence repair, etc.) will be put in writing through email. We will outline what we propose in a clear manner and deliver on what we promise. Lawn Maintenance contracts are available although they are NOT required. (required for commercial properties)
- 4.) If you are not satisfied with our work for any reason please call 512-818-9715 immediately and we will promptly address your concerns. If we are not able to fix the problem a refund will be given for a fair percent of the lawn service. We reserve the right to not be held responsible for problems that aren't brought to our attention within 48 hours of the visit. Liberty Lawn Care is insured to cover any mistakes our teams make.
- 5.) We can not guarantee the quality of cut if your lawn is overgrown or you are not on a weekly or bi-weekly service schedule. Mowing pricing is only guaranteed for regular weekly or biweekly mowing schedules.
- 6.) Payment can be made with cash, check, or credit card. We ask that payment be made after your first service. Yearly contracts and billing are available to keep monthly costs down, though they are not required.
- 7.) Project work is invoiced and due at the time of service. Please note that if you choose to pay by credit card there will be an additional 3% on any invoice totaling more than \$200. Of course, we are happy to accept cash or a check in order to avoid this fee for both parties.
- 8.) Regularly scheduled services are invoiced monthly and online payment services are available. Should you decide to become one of our regular mowing clients we do NOT ask that you sign a contract with us; however we do require a valid credit card number to be kept on file for services to be performed. This card will serve as your backup payment method and will only be charged if you request us to set you up on auto-pay or if your account becomes delinquent (more than 15 days past due.) All prices are subject to state sales tax of 8.25%.
- 9.) We reserve the right to cancel lawn service.
- 10.) We are not responsible for electric wiring, sprinkler heads, or any other items that are not properly protected or installed in your yard. Excessive dog waste should be cleaned up prior to your mow day.

If you have any questions do not hesitate to call.

512-818-9715

MowMyYard@LibertyLawnCareTexas.com