



List of services

- Mow/edge/sweep (MES)
- Bed maintenance
- Mulch
- Planting
- Sod installations
- Tree trimming
- Irrigation installation
- Irrigation repairs
- Fence installation
- Fence repairs
- Aeration
- Leaf removal
- Dirt & Top dressing
- Landscape installation
- Rock & gravel
- Basic fertilization
- Gutter cleanout
- Power washing
- Disposal
- Christmas light installation

If you have an outdoor project that you don't see listed here, don't hesitate to ask! We have a lot of talented people on our team and can handle a wide variety of projects. We've only listed the most common here.

Pricing

- We provide free estimates for large and small jobs.
- MES pricing is guaranteed for regularly scheduled weekly or biweekly customers.
- If you request to change or skip a regularly scheduled mowing service a minimum of \$5 will be added to your regular rate. Additionally, the crew will price your service at the next scheduled date to account for any overgrowth.
- One time and as needed services will be priced at the time by the crew working on your property that day. This price will be based on the amount of growth and the amount of time it takes to complete the service.
- Most other work is billed at our standard hourly rates: \$65+tax per hour for a two man crew with an additional \$25+tax per hour for each additional crew member. This allows us to spend the time we need to spend to complete your work and allows you to pay for only the amount of work you want done.

Service Policies

- We will always treat you, your family, your business and your property with the utmost respect and care.
- We work hard to complete your services on their scheduled date. However, there are times when weather causes delays. When this happens you will be notified via email as much in advance as is possible.
- We want you to stay our client because you're happy with the services we continually provide to you, so we do not ask our customers to sign a contract. However, in order to protect our business we do require a credit card to be held on file as a backup form of payment. This card will be

charged only 1) at your request, or 2) if you have an invoice that goes beyond 15 days past due.

- Each season we have people ask us about flat rate monthly plans. In short, we do not provide this service. We have done so in the past and found it was not the best way to address the needs of our clients or their lawns.
- Please call or email the office with any service change requests by noon on the day before scheduled service. We cannot guarantee requests will be fulfilled if they are received any closer to your scheduled service.
- All service requests need to be made through the office (email or call). We cannot guarantee service requests made directly to our crewmen will be fulfilled. They mean well but they are very busy and we don't want your request to slip through the cracks.
- Should something about your service be unsatisfactory, we need to hear from you within 48 hours of the service in order for us to send a crew back to correct the issue. This includes letting us know about any damage done on your property.
- Let us know if you have pets in your yard so that we can make the crews aware.
- If you have a pet please double check that the gate is fully latched before you let them out if our crew has been there. We instruct our crews to fully latch gates when they leave a property but we are not able to guarantee this. We understand that pets are family and the last thing we want is one to get loose.
- If you have had a problem with broken sprinkler heads in the past please let us know. We may need to send our licensed irrigation specialist out to take a look at your system before we do any work on your property. In some cases we are able to suggest repairs that will prevent future issues.
- Please have any objects removed from the lawn (hose, toys, etc.) before our mowing crews arrive to avoid possible damage.
- Every now and then, people ask us to move their trampolines to mow under them. Due to liability reasons, we are unable to do so. Be sure to check the trampoline after we service your lawn before sending anyone out to play on it.
- While we always do our best to avoid damages to your property there are a few things we cannot be responsible for:
 - Toys, garden hoses, etc. left in the yard prior to your scheduled service
 - Trees, fences, pvc pipes, A/C units, electric wiring, and other similar items not protected by stone or metal edging.
 - Cables which lie in the path of mowers or weed eaters. Your cable/internet/phone service providers should be able to address those incorrectly installed cables at your request.

- Damage done to irrigation systems that are not correctly installed and not up to code. For example, sprinkler heads set too high that get hit by a mower. A properly installed and functioning irrigation head is by definition not able to be harmed by a mower according to the TCEQ irrigation licensing requirements.

Billing Policies

- All invoices are due on receipt.
- Invoices are considered past due 15 days after receipt.
- You will receive your invoice via email. This allows us to get your invoice to you quickly. It is also the best way we have to keep track of when invoices were sent and received. If you need to receive your invoice a different way, please contact the office to discuss this request and we will do our best to accommodate you.
- Regularly scheduled services are billed once per month. You will receive your invoice following your final service for the calendar month, usually within two business days.
- Since we do not ask our clients to sign a service contract with us, we do require that you provide us with a credit card number to keep on file as a backup form of payment. We will use this card to cover any past due balance that exists on your account.
- Our backup card policy protects us, but it also prevents you from missing an invoice by accident and then having to deal with a large balance.
- If you prefer we can set your account up to be automatically charged each month. In this case you will receive a paid copy of your invoice after the payment has been processed.
- Additional services (such as landscaping, tree trimming, leaf removal, etc.) are typically invoiced immediately following completion of the work.
- Large projects are an exception to the rule. We require a percentage upfront to cover product costs. However, in these cases the billing details will be included with your bid for service.
- Any invoice totaling \$200 will be subject to a 3% processing fee. We will discount an invoice over \$200 by 3% if you pay with cash or check. Please note that there may be some exceptions to this rule, if you are ever unsure don't hesitate to contact us for clarification.
- Per the state of Texas all amounts charged are subject to 8.25% sales tax.