

Snap Enterprise LLC (COMPANY) DBA Doody Bug Poop Scoop Terms of Service

1. **Services Description:** COMPANY employees or related subcontractors will remove and dispose of dog poop from CUSTOMER'S yard on a weekly basis, at an agreed on weekly rate. COMPANY will haul away bagged poop unless another agreement is made. CUSTOMER will allow COMPANY access to the backyard on a pre-scheduled basis in order to perform this activity. CUSTOMER will take necessary steps to ensure that if their dogs are dangerous, they will be inside the home and secure while services are being conducted by COMPANY representatives.
2. **Billing:** CUSTOMER authorizes COMPANY to keep their credit card on file, and bill agreed upon services to this credit card on a monthly basis. Credit card will be charged at the end of every month (unless prepaid services are agreed to), or later if card is declined. COMPANY has the right to cancel service for non-payment and declined or expired credit cards. If CUSTOMER or COMPANY cancels service, COMPANY may charge credit card before the end of the month. Billing after January 30th 2024 will be prorated at 4.333 weeks per a month to make billing more consistent (avoiding the dilemma of charging 4 visits some months and 5 visits others).
3. **Cancellations:** Either CUSTOMER or COMPANY has the right to cancel this service agreement at any time, for any reason, without permission from the other party. Payment for services previously rendered will still be due up to the point of cancellation. For new customers, cancellations within the first 3 months will receive an additional \$50 charge to account for the extra time and effort spent on the first time scoop.
4. **Access and Limitations:** CUSTOMER will provide COMPANY with gate codes, keys, or other necessary entry methods in order to perform the service in an expedient manner if CUSTOMER is not able to be home to provide access. If COMPANY can't provide services due to lack of access, or CUSTOMER delay, the service will still be billed as if it were performed. COMPANY will not be responsible financially or legally for escaped, lost, missing, injured, or sick dogs.
5. **"Double Scoop" policy to hand missed visits due to major holidays / inclement weather Issues / access issues / vacation / sick days :** if services cannot be performed on certain days COMPANY retains the right to charge CUSTOMER for those missed days (the poop still doesn't go away on its own, so we effectively double our work on a later day) minus a \$5 discount to account for the trip we didn't have to make, or to come on a different day of that week.
6. **Rate Changes:** COMPANY will not change rates without attempting to contact CUSTOMER to get written, text, or verbal approval from CUSTOMER, unless COMPANY discovers there are more dogs in CUSTOMER yard than were discussed during pricing and set up, in which case, CUSTOMER will be billed for the extra animals at current advertised rates without CUSTOMER approval. COMPANY reserves the right to set different rates and fees based on situations like: increased number of dogs, larger lot sizes, stricter schedules set by CUSTOMERS, weekend services, and more.