



TERMS OF SERVICE & POLICIES

Pet Waste Removal

Thank you for choosing Chores & More!

Firstly, we'd like to extend our sincerest thank you for your consideration of our business! Chores & More LLC prides itself in providing top-quality services to all clients. We hope that you have the best possible experience with us. There are a few things we'd like to tell you before we come and service you! Please feel free to print a copy of this packet for your records.

By hiring and utilizing our services, you agree that you have read, understand, and agree to the terms listed. The client agrees to be the party responsible for full payment, communication, upholding this agreement and satisfaction guarantee procedures. Third party involvement is not recognized by Chores & More.

We may revise these terms or policies from time to time in an effort to better your experience with our company. The revised version will be effective at the time of posting, unless otherwise noted. If our changes impact your scheduled services, we will provide notice of such changes to the email address you have on file. **Continuing to use our services after any changes will be documented as agreement with said terms.**

Payments

Chores & More happily accepts payment via credit card or ACH bank transfer through our system. **All payments must include a sales tax of 8.75% in Suffolk County or 8.625% in Nassau County. Prior to your first service, we require a credit card to be put on file.** The client assumes

responsibility for ensuring the card on file is up to date and received prior to the appointment, which can be done at the time of quote approval. Appointments are not guaranteed until an active card is on file.

For one-time and initial services, you may request to be invoiced or have your card on file charged automatically after the service is complete. For recurring services, the card on file will be set up to be automatically charged, unless you tell us you'd like to be invoiced. For automatic payments, the card on file is charged upon completion of the service. You will then receive a receipt to your email on file. In the event of a declined payment, you will be notified immediately. Any significant delays on payments can result in a fee at our discretion. Receipts for credit card and ACH payments are promptly emailed after every transaction.

Payment Due Date

Payment is due on the date of the scheduled service. If you opt to receive invoices, your card on file will be charged if payment for your service is not paid within 24 hours after the service is completed. If payment is not made within 24 hours, a 10% late fee will be applied. Late payment charges do not include charges imposed upon acceleration of the entire debt or costs of collection and attorney fees as otherwise permitted by law.

If there is an outstanding balance on your account, we will suspend service until the invoice is paid in full.

Non-refundable retainer

A 50% non-refundable retainer is required to reserve an appointment for any initial or one-time service and will be charged to the card on file. The retainer will be deducted from the cost of services provided on the scheduled date. We require two business days' notice to reschedule your appointment (see Scheduling Terms below). Rescheduling cleanings cannot be guaranteed and are subject to availability.

Additionally, Chores & More encourages tipping, as your crew members work very hard for you! No amount is expected; any is appreciated. These tips can be added to each auto charge, or you can leave a cash tip for your technician. Please let us know if you'd like us to add a tip to your automatic payments & we can take care of that for you!

Scheduling Terms

The Chores & More office operates between the hours of 8am and 5pm Monday through Friday. Exact times of service are subject to change from time to time due to unforeseen circumstances. **All communications received outside of normal business hours will be considered received at time of opening the next business day.**

Late Cancellations

When a customer reschedules their service without proper notice, they are penalizing their scheduled technician, who loses out on pay when they aren't scheduled to work. Therefore, **any cancellation without at least 48 business hours' notice will result in a fee of 50% of the original service price.** A large portion of this fee goes directly to the scheduled technician. This fee will need to be paid **before** booking your next appointment with us, or we will suspend service. If you have a card on file with us, you will be notified of this fee and we will charge your card accordingly.

Same-Day Cancellations

A fee of 100% of the service price will apply for all same-day and no-notice cancellations, or lock-outs. This fee is to cover the loss of wages for our technicians, travel expenses and the time reserved for your cleaning on the schedule. If the property is inaccessible upon our arrival, it will be deemed a no-notice cancellation 15 minutes after we reach your location and have attempted to establish contact.

Skipped Service

To maintain the quality and consistency of our services, our scheduling and pricing are based on your selected service frequency (weekly, biweekly, etc.). If a scheduled service is skipped or rescheduled in a way that extends the time between visits, additional pet waste may require increased time and effort to restore your yard to our standard. Because of this, **an additional \$15 charge will be applied for each additional week that transpires between the skipped service appointment date and the following service appointment date.** This *Skip Adjustment* will be incorporated into your subsequent invoice. For example: A weekly client who skips one scheduled visit will incur a \$15 adjustment, as the following visit will require additional time to accommodate the extended interval. To avoid incurring the Skip Adjustment, you have the option to reschedule your scooping service with a notice of more than two business days of the scheduled service, instead of skipping. You will then resume your regular service schedule following the rescheduled session. Rescheduling is subject to availability and not guaranteed.

If more than 12 weeks has passed since your last scooping service, an initial yard clean-up at our current rate will be required in order to return to service.

Entry to the Yard

To ensure your service can be completed safely and efficiently, we require access to your yard at the time of your scheduled visit.

On the day of your appointment, you will receive a notification when your technician is on the way. We kindly ask that you use this reminder to ensure your yard is accessible by unlocking any gates, providing the appropriate gate code, or leaving a key in a secure, prearranged location. We recommend using a lockbox whenever possible.

For the safety of your pets, our technicians will keep all gates closed while working in your yard. Before leaving, we will verify that every gate is securely latched by physically checking the latch and gently pulling on the gate to ensure it is fully closed. As an additional quality and safety measure, our technicians will take a photo of the secured gate before departing for our records.

Please notify us in advance if your property has multiple gates or if any gate requires special instructions to properly open, close, or secure.

While we take every reasonable precaution to ensure gates are properly secured, Chores & More is not responsible for gates that are damaged, improperly installed, unable to latch securely, or opened by another person after our departure.

If an employee is unable to access your yard on your scheduled day of service, it will be deemed a lockout and you will be charged the aforementioned cancellation fee.

Communication Policy

To ensure timely service and clear communication, we kindly ask that all appointment-related requests and updates follow the guidelines below:

Primary Communication Methods

All appointment changes, scheduling requests, and time-sensitive communication must be made via call or text to Chores & More at 631-397-0177 during our business hours. Messages sent through other platforms — including email, our website chat box or social media direct messages — may not be monitored in real time and may experience delayed responses.

Saving Our Contact Information

To ensure you receive all important updates, we strongly recommend saving our contact information:

- Primary Number: 631-397-0177 (calls & texts)
- Reminder/Notification Number: 631-380-4841

Saving these numbers helps prevent messages from being filtered into spam or blocked folders and ensures you receive all scheduling updates and reminders.

Appointment Reminders

As part of our communication process, you will receive:

- Text Message Reminder: two days prior to your scheduled service (from our reminder number)
- Email Reminder: three days prior to your scheduled service (sent to your email address on file)

These reminders are provided as a courtesy to help you stay informed of your upcoming service.

Call Recording

Please note that phone calls with Chores & More may be recorded for quality assurance, training, and documentation purposes.

Estimate Adjustments

All quotes provided are based on a projected time range required to complete your service. In rare cases — particularly during initial or one-time yard clean-ups — the actual condition of the yard may require more time than originally estimated. If additional time is needed, your assigned Waste Removal Technician will notify our office, and we will contact you within the first 15 minutes of your appointment.

At that time, you will have the option to:

- Approve additional time at an added cost, or
- Adjust the scope of the service to fit within the originally scheduled time

For recurring services, if we determine that a significantly greater amount of time is consistently required to maintain your yard to our standards, we reserve the right to adjust your service price accordingly.

We appreciate your understanding as we work to deliver the highest quality service possible.

Health and Sanitation

The health and safety of both our clients and our team members is our top priority. To help protect the well-being of all pets, customers, and technicians, we ask that you notify us in advance of any known health concerns that may require special precautions.

This includes, but is not limited to:

- Dogs with a known contagious illness that may require special handling or sanitation precautions.
- Human biohazards or other hazardous materials present within the yard.
- Any health-related circumstance that could reasonably impact the safety of our technicians or other pets.

Our equipment is cleaned and disinfected between properties to help prevent the spread of bacteria and contaminants.

If a situation arises that presents a health or sanitation concern beyond the scope of our services, Chores & More reserves the right to postpone or refuse service until the issue has been safely resolved.

Safe Working Conditions

Our technicians' safety is our highest priority. While we make every effort to complete each scheduled service, we reserve the right to postpone, modify, or discontinue service if unsafe working conditions are present upon arrival.

Unsafe working conditions may include, but are not limited to:

- Aggressive or unsecured dogs.
- Standing water, flooding, excessive mud, or icy conditions.
- Broken glass, exposed nails, sharp debris, or other dangerous objects within the yard.
- Active bee, wasp, hornet, or other insect nests.
- The smell of natural gas or other hazardous environmental conditions.
- Unsafe weather, including lightning or severe storms.
- Overgrown grass, vegetation or yard conditions that prevent technicians from safely locating and removing pet waste.

If our technician determines that working conditions are unsafe, we will notify you as soon as possible. If the unsafe condition prevents us from completing the scheduled service, the visit may be postponed or canceled. If the unsafe condition was not disclosed prior to our arrival, the applicable same-day cancellation or lockout fee may apply.

For everyone's safety, we kindly ask that lawn mowing, landscaping, brush burning, smoking near the work area, or other activities that could interfere with service be avoided while our technicians are working in your yard.

Equipment & Waste Disposal

Our technicians arrive with professional pet waste removal equipment specifically designed to safely and efficiently remove pet waste from your yard.

To help protect the health of your family and pets, all equipment is cleaned and disinfected between properties using a commercial-grade disinfectant. This helps us prevent cross-contamination and maintain the highest sanitation standards.

Pet waste collected during your service will be securely double-bagged and disposed of in your designated outdoor garbage receptacle. At this time, Chores & More does not remove pet waste from the property. Customers are responsible for providing an accessible outdoor garbage receptacle with sufficient space to accommodate the bagged pet waste collected during service.

Please ensure that an accessible outdoor garbage can is available on the day of service. If no garbage receptacle is available, our technician will notify the office to determine the best course of action.

Pet Policy

At Chores & More, we absolutely love our furry friends! As pet owners ourselves, we understand that dogs are family, and their safety is just as important to us as the safety of our technicians.

Whenever possible, we kindly ask that all dogs be brought indoors or otherwise securely contained during your scheduled service. This helps prevent accidental escapes, reduces stress for your pets, and allows our technicians to safely and efficiently complete the cleanup.

If your dog cannot be brought indoors, please let us know in advance. We are often happy to work around friendly, well-controlled dogs when it is safe to do so. However, all decisions regarding whether service can be completed with a dog present will be made at the sole discretion of the assigned technician.

If a technician determines that a dog is aggressive, overly protective, difficult to safely work around, or otherwise poses a safety concern, service may be postponed or canceled until the dog can be properly secured. In these situations, the aforementioned same-day cancellation policy may apply.

Our goal is always to keep both your pets and our team members safe. Thank you for helping us create a safe environment for everyone involved.

Company Closings

Office and Service Hours

Chores & More's office is open Monday through Friday from **8:00 AM to 5:00 PM**. During these hours, our team is available to assist with scheduling, account inquiries, and customer support.

Our technicians may begin scheduled services earlier than our office hours when operationally necessary. While we make every effort to arrive within your scheduled service window, appointment times may vary due to route adjustments, traffic, weather, or other unforeseen circumstances.

Chores & More will be closed on the following holidays: Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, Christmas Day, and New Years Day. Black Friday is offered as an optional work day to our staff.

We reserve the right to close on additional holidays or for company-wide meetings, training events, or other operational needs. Whenever possible, clients will receive at least 48 hours' notice of any planned closure. We will always make every effort to reschedule your service, although availability cannot be guaranteed.

Weather and Emergency Closures

The safety of our team members is our highest priority. While our technicians are equipped to work in a variety of weather conditions, service may be delayed, rescheduled, or canceled if travel or working conditions are determined to be unsafe.

This may include, but is not limited to:

- Flooding or flooded roadways
- Snowstorms or icy road conditions
- Severe thunderstorms or lightning
- High winds that create unsafe working conditions
- State or local travel advisories or emergency declarations
- Any other condition that poses a risk to the safety of our employees

If your service must be postponed due to weather or another emergency, we will notify you as soon as possible and work with you to determine the best rescheduling option. Chores & More reserves the right to delay or suspend operations whenever conditions are deemed unsafe for our employees or clients.

Employee Assignment Policy

All Chores & More team members are thoroughly vetted, screened, and trained to uphold our company's standards of quality and care. While we are happy to accommodate requests for a specific technician whenever possible, we cannot guarantee the same team member(s) for every visit. Scheduling may vary due to factors such as time off, illness, vacations, or overall staffing needs.

Rest assured, every member of our team is fully qualified and prepared to deliver a consistent, high-quality waste removal experience — no matter who is assigned to your home.

Non-Solicitation and Communication Policy

To protect the integrity of our team and business operations, Chores & More maintains a strict non-solicitation policy. Clients and technicians are **not permitted to exchange personal contact information** under any circumstances. This includes, but is not limited to:

- Personal phone numbers
- Email addresses
- Social media accounts
- Payment handles (Venmo, Cash App, Zelle, etc.)

All communication regarding services, scheduling, or requests must go directly through the Chores & More office.

Additionally, technicians are not permitted to accept direct payment or tips through personal platforms. If you wish to provide a tip, we are happy to facilitate this through the office to ensure it is properly received.

Any attempt to bypass Chores & More by soliciting or engaging technicians outside of the company is a direct violation of this policy and will not be tolerated. We reserve the right to immediately suspend or terminate services in such cases, and any violation of this policy will be subject to the terms, fees, and legal remedies outlined in our Non-Solicitation Agreement, which all clients are required to review and sign prior to the start of service.

Service Expectations and Guidelines

To help us provide the highest quality service possible, we kindly ask that your yard be prepared prior to your scheduled visit.

Yard Preparation

Please help us ensure a safe and efficient service by:

- Unlocking or providing access to all gates.
- Securing pets indoors whenever possible.
- Ensuring a designated outdoor garbage receptacle is accessible.
- Removing any large obstacles that may prevent access to pet waste, such as lawn furniture, toys, hoses, or equipment when practical.

We recommend maintaining your lawn at a reasonable height to allow our technicians to effectively locate and remove pet waste.

Service Requests

Any requests to modify your recurring service, add additional areas, or make changes to your service should be communicated to our office prior to your scheduled visit. While we will always do our best to accommodate requests, same-day changes cannot be guaranteed.

Obstructed Areas

Our technicians will remove pet waste from all safely accessible areas of your yard.

However, we cannot guarantee cleanup beneath:

- Dense bushes or shrubs
- Locked or inaccessible fenced sections
- Areas obstructed by excessive debris
- Areas made unsafe by standing water or overgrown vegetation

While our technicians make every effort to locate and remove all visible pet waste, Chores & More cannot guarantee removal of waste that is concealed beneath leaves, snow, heavy vegetation, mulch, or other obstructions.

Technician Distractions

To help our technicians work safely and efficiently, we kindly ask that customers avoid interrupting service whenever possible.

This includes:

- Lawn mowing
- Landscaping
- Contractors working in the yard
- Children actively playing in the service area
- Frequent interruptions that delay service

Liabilities

Chores & More is not responsible for damage resulting from normal wear and tear, pre-existing conditions, damaged fencing, unstable gates, deteriorated landscaping, or other pre-existing property conditions.

If any damage occurs during the course of service, we will notify the client as soon as possible. In cases where Chores & More is determined to be at fault, we reserve the right to repair or replace the damaged item at our discretion.

All damage or breakage claims must be reported within 24 hours of service completion. Claims reported after this timeframe will not be considered, and Chores & More will not be held responsible.

Additionally, Chores & More reserves the right to decline or limit service to any area or item that is deemed unsafe, unstable, or poses a risk of damage or liability. This is done to ensure the safety of your home, your belongings, and our team.

Scope of Service

Our standard pet waste removal service includes:

- Removal of visible pet waste from accessible yard areas.
- Secure double-bagging of collected waste.
- Disposal in your designated outdoor garbage receptacle.
- Closing and securing all accessed gates before departure.

The following services are **not** included:

- Lawn mowing
- Leaf removal
- Landscaping
- Removal of human waste
- Removal of deceased animals
- Removal of trash or yard debris
- Kennel cleaning
- Sanitizing or deodorizing the yard

Our Happiness Guarantee

At Chores & More, we take pride in providing reliable, thorough pet waste removal with every visit. Because pet waste can accumulate immediately after service, concerns must be reported within 24 hours of your appointment.

If we missed an area of your yard or did not complete the service to our standards, we'll gladly return to address the issue at no additional charge whenever appropriate.

Because pets continue using the yard after service is completed, our guarantee applies only to concerns related to the quality of the completed service and not to new pet waste that accumulates after our technician has departed.

We are committed to making things right whenever possible and appreciate the opportunity to resolve any concerns promptly.

Photo and Marketing Consent

To help us maintain the highest quality standards, Chores & More may take photos of your yard during or after service for quality control, internal documentation, training, and service verification purposes. These photos help us ensure consistency, resolve service questions, and maintain accurate records.

From time to time, we may also use non-identifying photos or videos for our website, social media, advertising, or other marketing materials. We respect your privacy and will never intentionally include your home address, license plates, people, or other personally identifying information in any published content.

If you do not wish for your photos or videos to be used for marketing purposes, you may opt out by selecting the designated checkbox within your service quote prior to approving your estimate.

Regardless of your marketing preference, Chores & More reserves the right to retain photos for internal business purposes, including quality assurance, employee training, and service documentation.

Your privacy is important to us, and we will always honor your communication preferences when they are provided in advance.

Right to Refuse or Discontinue Service

Chores & More reserves the right to suspend or terminate service at any time, with or without notice.

Acknowledgement of Terms and Conditions

By approving your service and providing a digital signature, you acknowledge that you have received, reviewed, and agree to the Chores & More Terms of Service & Policies (“Terms”).

You understand that it is your responsibility to read and familiarize yourself with the contents of these Terms prior to the start of service.

You acknowledge and agree that:

- Your digital approval and signature serve as confirmation of your acceptance of all terms, policies, and agreements provided, including but not limited to the Terms of Service, Non-Solicitation Agreement, and any applicable service or sales agreements.
- Chores & More, LLC reserves the right to update, modify, or amend these Terms at any time. Updated versions may be provided electronically, and continued use of our services constitutes acceptance of any changes.
- These Terms are intended to outline policies, procedures, and expectations, and do not guarantee service for any specific duration.
- Chores & More, LLC reserves the right to refuse, suspend, or terminate services at its discretion, in accordance with the policies outlined herein.

Thank You!

Thank you for choosing Chores & More. We truly appreciate the opportunity to care for your space and are committed to delivering a consistently high-quality service experience. If you have any questions, requests, or feedback, please don't hesitate to reach out to our team — we're always happy to help.

(631) 397-0177 • choresandmorellc.com • choresandmorellc@gmail.com