



## Online Order Terms & Conditions

Thank you for your interest in Mow Time's weekly lawn mowing service. Please read through these terms and conditions to ensure we are the kind of service you need.

- 1) Mow Time is strictly a weekly service. We do not offer any one time, bi weekly, or as needed service.
- 2) We require a minimum of a 6 week commitment to service. After the 6 weeks, the service will continue on a weekly basis (April through early November), year to year, unless you contact us to cancel. If you email us or send a message through the website, please be on the lookout for a confirmation email in regards to your cancel. Messages may get sent to your spam folder so please be sure to check there as well. If you haven't received a confirmation email within 24 hours (if sent Monday – Friday before 4pm), please call to confirm cancelation.
- 3) Placing an online order does not guarantee service. We have several criteria that you must meet in order for us to provide service.

### **You must be inside our service area.**

We service specific areas of Denver Metro including Littleton, Roxborough, Castle Rock, Highlands Ranch, Centennial, Parker, Aurora, Castle Pines North, Englewood, Commerce City, Thornton, Westminster, and Broomfield. By keeping our service area specific and concentrated we are able to provide more accurate scheduling, and reduce our carbon emissions, protecting mother earth. For specific areas please see the list of zip codes we service below:

**80602, 80241, 80233, 80234, 80020, 80023, 80022, 80640, 80465, 80123, 80127, 80128, 80126, 80129, 80130, 80124, 80108, 80134, 80138, 80125, 80109, 80104, 80111, 80016, 80015, 80112, 80122, 80013, 80018, 80227, 80228, 80120**

### **You must fit in to our size limit.**

Mow Time specializes in servicing smaller lawns due to our use of 21" mowers. We base our pricing by lot size, not turf size. Only lot sizes under 10,500 square feet are guaranteed service at the weekly rate of \$28.95. If you have a property too large for us to service we are happy to give you a referral to a company that may be able to service you.

**You must have grass that is shorter than 12” on the first cut.**

The equipment we use is designed for weekly maintenance. Anything over a foot tall is too much for our equipment to handle. If your grass exceeds our limit we will notify you after your first scheduled service and you will not be charged. We cannot return until the grass is below a foot.

- 4) If property damage (such as a broken sprinkler head), pets escaping after a gate was left open, or any other issues (you don't think your lawn was mowed, you'd like to adjust the mowing height, etc.) occur please contact us right away by phone, email, or through the website! We take customer service seriously and want to ensure that you are a happy customer every week. We may not be aware of an issue if it has not been brought to our attention so we ask that you communicate with us as soon as you notice there is a problem.
- 5) For safety reasons we do not maintain any weeds that are outside of the lawn (in rock and mulch beds, etc.). Our equipment may hit a piece of material inside the beds possibly causing property damage or injury of the technician. If there are weeds in your lawn the technicians will mow over them if they aren't tall. We have a referral for weed control if needed.
- 6) There is an additional one-time \$25 fee for grass that is over 6” tall when the technicians come out to perform the first service. Tall grass takes more time and work, the tall grass fee is compensation for the technicians servicing your property. We require the technicians to take photos to share with management before this fee is charged.
- 7) We are in specific areas on designated days and are unable to accommodate requests for specific mowing days. If you sign up for services on the same day that we are in your area, before 11am, we can add you on to a route. If you sign up after 11am we cannot guarantee service that week for you and will start the following week.
- 8) Routes are made the evening before service. Our computer system compiles the routes in the most fuel efficient way, and due to this we are unable to guarantee times for service. If you would like to know a rough estimated time of arrival, please call us the evening before service.
- 9) There are times when we may run into days of snow and/or rain and we are unable to work. If this is the case we will be running behind schedule and will have to play catch up throughout the week and may even work through the weekend. If you are ever wondering if we are experiencing a weather delay, please contact us.