



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.

- Mow Time is strictly a weekly service. We do not offer any one time, bi weekly, or as needed service.
- We require a minimum of a 6 week commitment to sign up for our 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. We attempt to make signing up as easy as cancelling. Simply email us at mowtimeteam@gmail.com, call us at (303) 346-8699 to cancel service. Please leave us a voice message if outside of operating hours or if we are on the phone with another customer. Mow Time will respond within 24 hours confirming your cancellation. 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.
- 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.

We base our pricing by lot size. Only lot sizes under 10,500 square feet are guaranteed service at the weekly rate of \$29.95.

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

Our mowers are not designed to mow lawns longer than 12 inches. If your grass exceeds our limit we will notify you after your first scheduled service and you will not be charged. After your lawn is shorter than 12” please let us know and we will resume weekly service.

- 100% Satisfaction Guaranty – At Mow Time we love customers. If you are unhappy with your service, at any point in time, please call or email our office immediately. We will return to fix the issue free of charge.
- If you feel you were billed incorrectly, please contact our office immediately. Disputing a charge with the payment processor without first contacting our office will result in your account being put on hold until the balance plus a fee of \$20.00 is paid. Any outstanding account balance for 30 days or more are sent to collections after we have made every reasonable attempt to collect payment.
- 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.
- 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.
- 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.
- 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.
- 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.