



Lightning Scoopers LLC
Dog Waste Removal Services
Livingston • Wyoming • Genesee Counties, NY
(585) 397-9117

Residential Services Agreement

This Residential Services Agreement outlines the terms and conditions for dog waste removal services provided by Lightning Scoopers LLC.

Service Provided

Lightning Scoopers will clean your designated dog area of all dog waste using disinfected equipment.

Monthly Invoicing Option – Price and Payment Due & One time Service

Payment will be made in advance of the service, or the date of first scheduled appointment. Price is set by Lightning Scoopers and agreed upon prior to the first service date.

Recurring Credit Card Payment Option

The Customer will be charged for the rest of the month in which they sign up and will be charged either at the end of the current month or the beginning of the next month. This payment occurs in advance of the service being performed. The Customer is paying a month in advance.

Pricing

Lightning Scoopers may change the price of the service rates at any time. If you have a recurring purchase, Lightning Scoopers will notify you by email at least 15 days before the price change. If you do not agree to the price change, you must notify Lightning Scoopers to cancel the service before the price takes effect.

Service Required

The Customer hereby agrees to purchase from Lightning Scoopers the following service set forth as follows: one-time, weekly, Bi-Weekly or Monthly. The waste will be double bagged and placed in the customer's garbage bin. If the customer would like us to take the waste there will be an added fee of \$30.

100% Limited Satisfaction Guarantee

If the Customer is not satisfied with the service provided, contact Lightning Scoopers within 24 hours of service, and we will return to service again, free of charge. Lightning Scoopers cannot

guarantee that all dog waste is removed under certain conditions, such as snow/frozen ground, yard debris limiting its visual exposure, or leaves covering the ground. We will clean the dog waste that is visible and accessible at the time of service to the best of our ability.

Service Date

If the service is not completed within two days of the scheduled service date, other than due to the fault of the Customer or by "Act of god", the Customer may cancel the service.

Service Not Completed

If service could not be performed due to the Customer's fault (e.g., the dog would not allow entry, the gate was locked), the service will not be rescheduled, and the Customer will be charged the regular rate.

Safety

For our safety we ask that your pets be secured for the date of service (we love all dogs but not all dogs love us!) and that we're informed of anything that might not be deemed safe on your property. We'll also be sure to communicate anything that we believe is hazardous as well as securing the gate (if there is one)/taking a photo upon leaving.

Service Cancellation

Notify Lightning Scoopers of service cancellation within 48 hours of the last scheduled service date of the month. If pre-payment is not received for the next month, Lightning Scoopers will automatically cancel the service. Lightning Scoopers reserves the right to cancel pooper scooper service at any time.

Acceptance: By scheduling service, the Customer agrees to the terms of this Residential Services Agreement.