

## Terms and Conditions

- 1) **Cancellation Policy:** Services may be cancelled at any time prior to day of service. A10% processing fee may be applied to any refund.
- 2) **Non-Payment:** Accounts which are past due more than sixty (60) days may have services suspended until payment in-full of all outstanding charges is received. Green Horizon, LLC, reserves the right not to service delinquent accounts.
- 3) **Terms/Charges:** All invoices are due and payable upon completion of work. Unless terms are previously arranged, all invoices must be paid by credit card, ACH, or check upon completion of work. Interest charges of 3% per month will be applied to all accounts over thirty (30) days past due. Any expenses, expert witness fees, attorney's fees and/or commissions incurred in the collection of delinquent accounts shall be the responsibility of the customer. There will be a fee of \$30.00 for checks returned for insufficient funds.
- 4) **Disclosure:** Services and applications will be completed according to law and product labels. Certain procedures may be recommended by best available research and regulation but may not be effective, or completely effective, to accomplish the desired objective through no fault of Green Horizon, LLC. Customer acknowledges that there is a risk that procedures may not achieve the desired result.
- 5) **Renewal:** Where applicable, your service will automatically renew for the following year. Customer will be notified prior to each renewal period of the renewed services and their current costs. No response is needed unless you wish to alter or cancel any service.
- 6) **Fish Ponds:** It is the customer's responsibility to inform our office of fish pond(s) to avoid. We will notify the customer in advance of treatment so the client may cover the pond(s) if desired.
- 7) **Re-Scheduling:** Due to weather conditions, we may not be able to complete work as originally scheduled. Should this occur, treatments may be scheduled at an alternate time. Delays or failure to make treatments as a result of weather conditions are an act of nature and Green Horizon, LLC, shall not be liable. Delays or failure to make treatments or failure of a treatment as a result of customer postponement shall be the responsibility of the customer.
- 8) **Pre-Notification:** Clients who wish to be notified prior to our application will be contacted by phone, text, or email before treatment. We cannot guarantee the treatment will be completed on the specified day. These notifications quite often cause difficulty in scheduling and may affect the timeliness of treatments. Timing of applications can be critical to the treatment's success. If we are unsuccessful in contacting you, we may schedule the treatment, inspect your property to determine that conditions are appropriate and complete the treatment.
- 9) **Communication:** You may opt-in to receive communications by text message. Communication via text initiated by Green Horizon may include pre-and post- treatment notifications, payment reminders, and other account maintenance messages, with varying frequency through the lawn care year. Message and data rates may apply. You may text STOP to opt-out and HELP for assistance.
- 10) **Weather/Rain, Wind, & Heat:** Our treatments are rain fast after the material has dried. Typical drying time is less than 60 minutes. Should substantial rain occur prior to the treatment drying, call our office and appropriate action will be taken. Fertilizer treatments are not affected by rain.  
**10a) Wind:** Lawn, tree and shrub spray applications are curtailed during high wind conditions. Services scheduled but not completed will be re-scheduled for the next appropriate day. **10b) Heat:** Spray applications are curtailed during periods of high heat. Green Horizon, LLC, is not responsible for any conditions resulting from drought.
- 11) **Formulations:** Formulation and rate of application will be recorded on job invoices.
- 12) **Price:** Price quotes will be good for thirty (30) days from date of submission.