

SERVICE AGREEMENT (1)



ECOSCAPE OUTDOOR SERVICES LAWN CARE SERVICE AGREEMENT (2026 Universal Terms for All Service Levels)

This Lawn Care Service Agreement outlines the terms under which Ecoscape Outdoor Services provides lawn and landscape maintenance at the property listed below. These terms apply to all service levels. Pricing and specific service selections are documented separately in the official Ecoscape Price List and Customer Proposal.

1. SERVICE SCOPE

Ecoscape provides lawn and landscape care built around accuracy, consistency, and attention to detail. Each visit follows a structured workflow that keeps your property clean and professionally maintained. Your selected plan outlines which services are included, and our crews follow those standards on every visit.

Services may include:

- Mowing
- Edging
- String trimming
- Blowing walkable surfaces
- Hedge trimming
- Bed weeding
- Spot weed spraying
- Light debris pickup

***Required for all lawn care clients**

Any expanded work must be approved through the office before being scheduled.

2. SERVICE SCHEDULE & ANNUAL SERVICE STRUCTURE

Ecoscape operates on a 39-visit annual service cycle, which averages approximately 3.5 visits per month. This schedule increases service frequency during the heavy growing season and reduces it during slower growth periods. Your monthly billing remains consistent because it is based on an annual program rather than a per-visit model. Some months will include 4 or even 5 visits, while others include 3, depending on seasonal growth and environmental conditions.

Key points:

- You receive 39 total visits per year, not 4 visits per month.
- Visit frequency adapts to seasonal growth patterns.
- Monthly billing remains fixed for predictable budgeting.
- Weather delays may shift service days, but your yearly total of 39 visits does not change.

Year round weekly service is an option for an additional fees

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3. WEATHER POLICY

Weather influences safety, turf health, and service quality. Ecoscape monitors conditions throughout the day to avoid rutting, equipment damage, or unsafe operations. Light rain may not stop service, but saturated ground will delay mowing.

Weather decisions may include:

- Delaying mowing until conditions improve
- Completing trimming or cleanup when mowing is unsafe
- Rescheduling service to the next available dry window
- Adjusting cut height during extreme growth or drought

Weather delays do not reduce monthly billing because the program is annual, not weekly.

4. PROPERTY ACCESS

Ecoscape requires clear, safe access to all areas included in your plan. If crews cannot reach part or all of the yard, the visit will be marked as Unable to Service, and the regular service charge will still apply.

Customer responsibilities:

- Unlock all gates before arrival
- Secure pets indoors
- Remove vehicles that block mowing paths
- Keep outdoor items clear of the service area

5. DEBRIS, PET WASTE, AND OBSTRUCTIONS

Efficient service depends on the property being ready for maintenance. Excess debris or obstacles slow production and create safety risks for the crew. Pet waste is a direct health hazard and prevents safe equipment operation.

Please keep the lawn free of:

- Pet waste
- Toys, sports equipment, hoses
- Construction materials or tools
- Large fallen branches

Ecoscape reserves the right to skip your lawn service if pet waste is not removed. The regular service charge still applies if the yard cannot be serviced due to pet waste or obstructions. Extra cleanup may incur additional fees. Ecoscape does not clean up hazardous conditions under any circumstances.

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6. BAGGING, LEAVES, AND EXTRA DEBRIS

Standard lawn service includes mulching grass clippings. Bagging is not part of routine service and requires additional labor and materials. (see add-on services)

Non-standard cleanup includes:

- Bagging seasonal leaf buildup
- Filling brown bags or owner-provided cans
- Clearing storm debris
- Removing heavy accumulations

These tasks follow the Exception Add-On Menu in the Ecoscape services list.

7. COMMUNICATION AND SERVICE ADJUSTMENTS

All service requests must be submitted through the office to ensure proper scheduling and documentation. Crew members cannot approve additions, changes, or cancellations in the field.

You may request:

- Extra trimming or cleanup
- Hedge trimming
- Bed work or weed control
- Temporary service adjustments
- Any Add-on services

8. PAYMENT TERMS

Monthly payments are due on the 1st of each month and cover the full annual maintenance program.

Payment guidelines:

- Payments are due on the 1st.
- A \$15.00 late fee applies if payment is not received within 10 days.
- A 3 percent convenience fee applies to all credit card payments.
- Returned or failed payments incur processing fees.
- Accounts must remain current for service to continue.
- Service will be discontinued on the 15th of the month if any invoice remains unpaid.

9. CANCELLATION POLICY & ANNUAL COMMITMENT TERMS

Either party may terminate this agreement with 30 days written notice. Canceling early may create an imbalance between services delivered and payments made.

A cancellation surcharge may apply if the customer cancels during the slower growing season after receiving the heavier service load of the growing season.

Ecoscape may waive the surcharge at its discretion.

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10. LIABILITY AND PROPERTY CONDITIONS

Ecoscape is not liable for:

- Hidden or improper installation of irrigation lines, heads, or valves
- Shallow cables or wires
- Items left in the grass
- Yard decorations not removed before service
- Damage caused by debris hidden in tall or wet grass
- Dying or damaged grass - Grass is a living plant and is subject to conditions outside our control. Factors such as watering practices, drought, pests, disease, soil conditions, usage, and environmental stress can cause decline or damage. Ecoscape is not responsible for turf loss or deterioration resulting from these conditions.

11. SERVICE STANDARDS

Ecoscape maintains a clean, professional appearance on every visit.

Standards include:

- Clean, defined edging
- Even mowing patterns
- Proper trimming
- Blowing debris from hard surfaces
- Professional conduct

12. PRICING AND PLAN SELECTION

This agreement defines service terms only. All pricing appears in your official Ecoscape Price List and Customer Proposal.

CUSTOMER INFORMATION

Customer Name: _____

Service Address: _____

City, State, Zip: _____ / _____ / _____

Phone: _____

Email: _____

SIGNATURES

Customer Signature: _____ Date: _____

Ecoscape Representative: _____ Date: _____