

Monson Lawn & Landscaping
PO BOX 16278
Saint Paul Mn 55116
651 323 0975

Residential Snow Removal Terms and Description of Services

Snow removal will be provided in accordance with the terms listed below

Contractor = Monson Lawn & Landscaping

- Snow removal will be performed for any snowfall when the accumulation threshold has been reached or exceeded. Your accumulation threshold may be 1 inch, or 2 inches, depending on which package you select.
- The areas snow will be cleared from (IE; driveway, front sidewalk, back sidewalk, deck, patio etc) will be specified on your estimate when you choose your package. Any area not listed is not included in the service. If you'd like additional areas cleared that are not listed, an additional fee will apply.
- Snow removal will be completed within 24 hours of the cessation of the snowfall. In the event of a snowfall exceeding 8 inches, all timing requirements are null and void.
 - PLEASE keep in mind; our COMMERCIAL clients (businesses, schools, apartments, etc) are ALWAYS the first priority on our snow clearing routes. As a residential client, you can reasonably expect service between 4 to 10 hours after the cessation of the snowfall. The cessation of the snowfall is after the last flake has fallen.
- **DRIVEWAY ONLY OPTION:** We are now offering a DRIVEWAY only option. This option includes clearing of the driveway only, no shoveling of sidewalks or other areas. Finding staff to shovel has proven exceptionally difficult the past few years, which has forced us to raise prices. We are offering this driveway only option as a way for our clients to save some money on our service, for those clients that are willing and/or able to do some shoveling on their own.
- Upon contracting Monson Lawn & Landscaping, a company representative will come to your property with driveway markers. These driveway markers belong to the contractor and will be collected in the spring. Please do not remove them.
- Snow removal will commence at the cessation of a snow storm. If a snow storm is forecasted to last upwards of 48 hours, contractor may provide snow removal service multiple times throughout the storm to allow access during the storm.
- Contractor will make best effort to plow around parked vehicles but will not plow or shovel within 3 feet of a vehicle. If a return trip is requested to clear areas where a vehicle(s) was parked, an additional fee may apply.
- Contractor assumes no liability for the conditions of the property and will not be held liable for any slip and fall accidents or damage to property that may occur as a result of pavement conditions. Customer understands that Contractor is not being compensated to monitor the property 24/7 and therefore is not responsible for the condition of each property on a 24/7 basis.
- Contractor is not responsible for any damage that may occur to driveway or parking surfaces as a result of the plowing process including but not limited to; gravel, asphalt or concrete. Additionally, contractor is not responsible for damage to any items buried under snow including but not limited to; extension cords, hoses, gutter down spouts, rugs/door mats, lights, etc...
- Return visits to clean up after the city plow or wind drifts are available, and additional fee may apply.
- Salt service is available for an extra fee, upon request, by emailing monsonlawns@gmail.com or calling 651 323 0975

- “Out of season” snowfalls will be cleared and charged on a per snowfall basis at our hourly rate of \$125/hour/truck. Out of season is defined as a snowfall before or after the months listed on your estimate.

Payment Terms:

- SEASONAL RATE CUSTOMERS: You can pay your seasonal rate up front or in monthly installments. Invoices will be sent on the 1st of each month as a reminder. Your monthly payment **is due by the 15th of the month**. A 5-day grace period will be allowed. After the 5-day grace period, a 5% late fee will be applied to the account. If payment is not received within 15 days past due date, service will cease until payment is received in full (including late fee). The seasonal rate is capped at 20 visits. Once the 20 visits are exceeded, you will be billed on a per visit basis.
- PER TIME PAYING CUSTOMERS: In order to reserve your spot on our route, **you will be billed for a minimum of 2 snowfall clearings per month**, November-March (whether it snows or not). Due to the unpredictable nature of snowfall, this is a step we must take to ensure we have staff on call 24/7 to guarantee timely service when it does snow. Invoices will be sent at the end of the month for the amount of service performed that month. Payment is due within 15 days of the date on the invoice. A 5-day grace period will be allowed. After the 5-day grace period, a 5% late fee will be applied to the account. If payment is not received within 15 days past due date, service will cease until payment is received in full (including late fee).
- FUEL SURCHARGE: Contractor reserves the right to charge a \$6.00 fuel surcharge per month, should the average fuel price for the prior month exceed \$3.00 per gallon.

Customer Name: _____

Customer Signature: _____ Date: _____

Contractor Signature: _____ Date: _____