



What makes Eden Scapes' Lawn Service different?:

At Eden Scapes, we go through extra effort to ensure that every aspect of our business is handled with the highest level of professionalism, and our employees are trained to the highest standards. Some examples of how we implement these practices in our Lawn Service are as follows:

- Employees are trained on details of each property, such as what type of grass customers have and proper mowing height.
- Employees are taught that we are not in the grass cutting business, but in the customer satisfaction business.
- If any customer is not completely happy with a service, we return immediately to correct the problem at no charge, and take advantage of the opportunity to further train the crew that did the work.
- Each customer has a dedicated Account Manager that is always available to answer and address any questions, concerns, or comments.

It is our intention to provide you with a high level of quality in our workmanship and our service, and we look forward to turning you into another happy Eden Scapes customer!

Scope of Work & Job Specifications:

We propose to provide lawn mowing services on a weekly basis during the growing season, and as needed at the contractor's discretion during the off season, to maintain an attractive, well groomed appearance. Mowing service includes: lawn mowing for all included turf locations, string trimming (around tree bases, structures, garden walls, steep embankments, and generally any location which is not feasible by other mowing equipment), edging all turf edges with a stick edger, spraying weeds in beds and hard surfaces, and blowing clippings and debris off of driveway, sidewalks, or other applicable hard surfaces. Your price quoted herein is based off of a lump sum price per cut, considering one week of growth.

Lawn Service Pricing Structure:

Eden Scapes takes the total cost per service, multiplies times the amount of visits per year, then divides into 12 monthly payments so that our customers can budget their expenses and not have higher/lower costs at different times of the year.

Invoicing Process:

Invoices are sent out every Wednesday, and credit cards are run every Friday. All Lawn Service Invoices will be sent out the Wednesday following the last day of the month.

Payment Terms:

All monthly contracts are required to have a credit card # on file, and your card is automatically billed the Friday following the Wednesday that the Invoice is sent out, requiring no effort on your part to get your bill paid each month. The prices will have already been agreed upon, so there will never be any unexpected charges to your account. Should there be any additional services or products that were done in addition to the original contract, all customers will have 48 hrs to inquire about the charges from when the Invoice is sent on Wednesday, until the account is charged on Friday. Our credit card billing process is PCI compliant, and no one in our office ever sees your credit card #, so you never have to worry about your personal info being safe in our office. Upon acceptance of this Quote, you will be sent a separate email and prompted to enter your credit card info.

Schedule:

There will be a designated mow day each week which we will service your property. The day that we will visit your property will be provided upon acceptance of the contract. As we accept new accounts, our schedule is subject to change, therefore the day that we visit your property is subject to change; however, once a change is made to the schedule, that schedule will be kept on a weekly basis. Unfortunately, we cannot accept requests for specific mow days at this time, unless your job is exceptionally large (shopping centers, industrial complexes, etc.).

Foul Weather Exceptions:

In South Louisiana, it is a regular occurrence for rainy weather to cause a disruption in our work schedule. This is unavoidable. Our protocol for handling this situation is simply to push the job schedule forward as needed to catch up. For instance, if your designated mow day is Wednesday, and we get rained out on Tuesday, we would arrive on Thursday to service your property. Then, we will resume the normal schedule the following week. In this event, if you would like to know which day for sure that your job will be completed, feel free to call for an update on the mowing schedule.

Disclaimer:

While Eden Scapes makes every effort to take the utmost care for each client's property, it is inevitable that some wear takes place over time due to the use of commercial equipment. Therefore, Eden Scapes will not be responsible for chips, flaked paint, and the like, on concrete curbing and sidewalks or at the bottom of fences and foundations, that are worn away over time due to string trimmers. However, if the wear is excessive due to abuse or ignorance, Eden Scapes will assume liability for the repairs.