



A ProLawn Service Corporation
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ProLawn Account Guidelines

The following terms and conditions are provided concerning your account relationship with ProLawn. When you make a purchase from ProLawn, these terms and conditions will apply. By servicing your account, you the client, automatically assume responsibility for any fees and/or conditions associated with these guidelines.

Auto Renew - ProLawn's Program Services will automatically renew at the end of the prescribed number of services. Our service invoice states this guideline, "**Your ProLawn Service is Continuous from Application to Application year to year, unless we are notified otherwise.**" The client is responsible for personally contacting ProLawn's office to make any changes to your program or to discontinue your service.

Guarantee-Full Program - All clients receiving a Freedom, Excel or Basic programs, you receive free service calls. If you are not satisfied, you must notify ProLawn within **14 days** after the service in question is rendered. ProLawn will correct any error or deficiency on the part of ProLawn at no charge. If we cannot rectify the situation, ProLawn will refund any amount paid on the service in question. All guarantees are void on delinquent accounts over 30 days.

Guarantee-Partial Program - Any client that is not receiving one of above-mentioned programs will receive the free service call if notified within **14 days** after the regularly scheduled service. However, any additional services required later than 14 days after an application may be subject to an additional charge. All guarantees are void on delinquent accounts over 30 days.

Service Timing- ProLawn reserves the right to change the sequence of services during the course of the season/year.

Service Guidelines- All new clients as of January 2014 must have a valid credit card on file to receive service. All payments are due when services are rendered. Your service will be delayed if payments are not prompt for whatever reason.

Electronic Communication Guidelines - By providing ProLawn with your personal information, including email address and/or phone number, you consent to: receive emails, calls, texts and prerecorded messages from ProLawn regarding your account, including current and possible future services, customer service and billing. You may revoke consent for automated communications at any time by calling our main office or sending an email to customerservice@prolawn.com

Prepayment Guidelines- ProLawn offers a prepayment discount to all our clients paying for their program in one annual sum. The current discount rate is 5 %. ProLawn reserves the right to change the prepaid discount without notice. A processing fee of \$30.00 will be charged on all requests for a refund on prepaid accounts.

Cancellation Policy - As a ProLawn client you are responsible for contacting ProLawn's office to discontinue service. You are responsible for all outstanding charges on the account prior to the notification to cancel your service. Upon canceling your account, you will receive a confirmation number from ProLawn. Your account is still active until you receive the confirmation number. Please make sure that you keep a record of this number. You can contact our office at any time during the prescribed number of services if you wish to cancel your service. Your service technician cannot cancel your account nor can you cancel your account by leaving a voice message. You must contact our office staff during normal office hours to cancel your service and get your cancellation confirmation number. Your account will not be cancelled until you have your cancellation number and all outstanding invoices are paid.

Late Fee- A \$10.00 Late Fee will be added to all balances 30 days past due. All services will be put on credit hold until the account is current.

Finance Charges- All past due invoices are subject to finance charges at a rate of 1.5 % per month (18 % annually).

Return Check Fee- ProLawn will charge a return check fee of \$35.00 for any returned checks.

Collection Fees- The client will be responsible for all third-party collection fees and reasonable attorney fees, should collection procedures become necessary.

Fuel Surcharge Guidelines: In the event that fuel costs increase significantly, we will be assessing a fuel surcharge, which is additional, and will be shown as a separate line item on the invoice. Fuel surcharge will vary based on fuel costs and will be eliminated when fuel prices warrant.