

Terms of Service

1. Agreement Overview

These Terms of Service ("Agreement") govern the provision of landscaping services ("Services") by Charcoal and Grey Inc. ("we," "us," "our") to you ("Client," "you," "your"). By engaging our Services, you agree to the terms outlined in this Agreement.

2. Services Provided

We offer a variety of landscaping services, including but not limited to:

- Lawn mowing
- Leaf removal
- Tree planting
- Snow removal
- Firewood delivery
- General landscaping maintenance

Specific service details, including scope and pricing, will be outlined in individual service agreements or invoices.

3. Client Responsibilities

You agree to:

- Provide access to the property for us to perform the Services.
- Ensure the area is free of hazards or obstructions (e.g., pets, vehicles, or debris).
- Clearly communicate any specific instructions or preferences before Services begin.

4. Service Schedule

Services will be scheduled in advance and are subject to weather conditions and other unforeseen events. We will notify you of any changes or delays as soon as possible.

5. Payment Terms

- Payment is due upon receipt of the invoice unless otherwise agreed upon in writing.
- We reserve the right to cease Services for accounts overdue by more than 30 days.

6. Liability and Disclaimer

- We are not responsible for pre-existing damage to property, plants, or landscaping features.
- While we take every precaution to perform Services safely and effectively, we are not liable for minor cosmetic damage resulting from necessary work.

7. Modifications to Services

Any modifications or additional Services requested during or after the initial agreement may result in additional fees. These changes must be agreed upon in writing.

8. Cancellation and Rescheduling

- Clients may cancel or reschedule Services by providing at least 24 hours' notice.
- Cancellations with less than 24 hours' notice may be subject to a [cancellation fee].

9. Termination of Services

We reserve the right to terminate Services at any time due to:

- Non-payment
- Client's failure to comply with this Agreement
- Unsafe or hazardous working conditions

10. Refund Policy

Refunds will be evaluated on a case-by-case basis and are not guaranteed. If you are unsatisfied with our Services, please contact us within 10 days to discuss a resolution.

11. Governing Law

This Agreement is governed by the laws of the State of Pennsylvania. Any disputes shall be resolved in the jurisdiction of Warren.

12. Amendments

We reserve the right to amend these Terms of Service at any time. Clients will be notified of significant changes.

13. Acceptance

By engaging our Services, you acknowledge that you have read, understood, and agree to these Terms of Service.