

## Term & Conditions

Lawn Keepers is a family owned and operated business with 10+ years experience. Our aim is to offer a professional friendly and reliable service. We offer a regular fortnightly lawn mowing service through Auckland. To help us deliver an excellent lawn mowing service we have outlined below what you can expect from Lawn Keepers and what we ask you to do in return so we can deliver that service.

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### General Terms & Conditions

- a. It is the client's responsibility to have the areas to be mowed clear of any objects e.g., toys, furniture, pet waste, rubbish etc.
  - b. Lawn Keepers will take all reasonable care when providing service to you. However, except to the extent required by law, Lawn Keepers will not be liable to you for:
    - i. any damage to any items including furniture, bikes, vehicles, personal items, washing within 5 meters of the areas to be mowed.
    - ii. any damage to any windows that are level 500mm above the lawns or lower – that includes sliding doors, floor to ceiling windows etc.
  - c. The Client shall be responsible and liable for any damages to Lawn Keepers staff arising from any glass, metal, sharp objects, materials in the areas to be serviced.
  - d. We don't accept putting mowing on hold – for example if mowing is stopped for 2 months, the amount of work it will take to get your lawn/property in shape will be similar in cost to the amount of payments that have accrued in that time.
  - e. We reserve the right to cease service if payment falls into arrears.
- **Payments:** Our pricing is based on prompt payment. Payments required within 14 days of receipt of our invoice. To ensure continuous mowing service please keep your account up to date.
  - **Preferred Payment:** We prefer Direct Credit/ Automatic payment or telephone banking, payable to Lawn Keepers.
  - **Overdue accounts:** If your account falls four mows behind, we will suspend all future mows until your account is fully paid. If you fail to pay the overdue account (unless an alternative arrangement has been made) then we will send your account to credit collection agency and all expenses made by Lawn Keepers will be paid by you (the client) in full.
  - **Mowing Schedule:** Our automated system will email all the clients one day before to advice that your
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- lawn is scheduled to be mowed. Due to circumstances beyond our control including, but not limited to, adverse weather, equipment failure or ill health, we may be delayed by 1 day and appreciate your understanding.
- **Postponements:** To best maintain your lawn, we offer a regular fortnightly lawn mowing service. We understand that sometimes some lawns don't grow much therefore we allow 4 postponements/skips per year. To postpone/skip a mow you need to email or text us at least one day before the mow day. Failure to postpone/skip a mow and we call to your property a full fee will still apply.
- **Access:** If you don't make a postponement and access is denied (i.e., dogs, locked gates, vehicle obstructing etc.) the full fee will still apply. If we are still in the area and you call us to re-visit, then a re-visit fee of \$10.00 may be charged.
- **Trampolines and cars in lawns:** We will not move your trampoline or any standalone toys but will do our best to mow around. Also, if cars are parked in the lawn where we are to mow, and no-one is at home when we show up we will do our best to mow around your car. Lawn Keepers will not be responsible for any damage to any items
- **Communication and Complaints:** We have a very good relationship with our customers, and this is positive, however can sometimes make it difficult to discuss any complaints with the lawn mowing operator. If you are not completely satisfied with the service you are provided, simply inform us within 24 hours and we will promptly address any concerns you may have.
- **Termination of service:** Please advise us if you no longer require the lawn mowing service we provide to avoid us continuing to service your address and prevent extra charges to you. Phone, text or email us confirming when your last mow is required at least 1 day before your next mow is scheduled.
- **Amendments to the terms and conditions:** We may amend these terms and conditions from time to time and will display the latest version on our website.
- **Relocating:** If you move house and require a lawn mowing service in the new property please let us know. A different quote/price will be given for your new property and get an approval from you before we start servicing your new property.