

TERMS OF SERVICE

Effective Date: 23 September 2026

Welcome to **Stone Hill Landscape** ("we," "us," or "our"). By requesting a quote, scheduling a service, signing a contract, or communicating with us via phone or text message, you ("Client," "you," or "your") agree to be bound by the following Terms of Service.

1. Scope of Landscaping & Lawn Care Services

- **Service Descriptions:** We will perform the services explicitly outlined in your approved estimate, contract, or invoice. Any modifications or additional work requested will require an updated estimate and approval.
- **Weather & Scheduling:** Landscaping and lawn care are highly dependent on weather conditions. While we make every effort to arrive on your scheduled day, weather delays (rain, extreme heat, or freezing conditions) may cause scheduling shifts. We will notify you of any major changes.

2. Property Access and Condition

- **Access Requirements:** The Client must ensure that our crews have full, safe, and unobstructed access to the property on the scheduled service day. This includes unlocking gates, keeping driveways clear if necessary, and ensuring all entry points are accessible.
- **Pets:** All pets must be kept indoors or safely restrained away from the work area during our service window. We are not responsible for pets that escape open gates while our crew is actively working on the property.
- **Debris & Obstacles:** The lawn and work area must be clear of toys, tools, hoses, pet waste, and large debris. We reserve the right to skip sections of the yard or charge an additional cleanup fee if the property is not clear.

3. Subterranean Hazards and Hidden Objects

- **Client Responsibility:** The Client is responsible for clearly marking or informing us of all underground utility lines, invisible dog fences, sprinkler heads, irrigation lines, or shallow cables.
- **Liability Limitation:** While we exercise maximum caution, Stone Hill Landscape is not liable for damage to unmarked or improperly installed underground systems, irrigation heads hidden by overgrown grass, or decorative landscape lights.

4. Billing, Payments, and Jobber Portal

- **Payment Terms:** Payment is due upon completion of the service or as specified on your invoice.
- **Jobber Payments / Stripe:** Payments are securely processed through the Jobber Client Portal using credit card, debit card, or bank transfer. By providing your payment details, you authorize us to charge your account for approved services.
- **Late Fees:** Invoices unpaid after the due date may incur a late fee 2% OR \$75 per month. We reserve the right to suspend recurring services if account balances remain unpaid.

5. SMS/Text Messaging Communication & Opt-In

By providing your mobile phone number to Stone Hill Landscape, you explicitly consent to receive transactional and marketing communications via text message through our Jobber platform.

- **Message Types:** These texts include, but are not limited to: landscaping quotes, appointment and arrival reminders, weather-related scheduling updates, digital invoices, payment links, and occasional seasonal promotions.
- **Opt-In:** Consent to receive automated or two-way text messages is captured when you submit a quote request, complete an online booking, or explicitly opt-in via text. Consent is not a condition of purchasing any goods or services.
- **Opt-Out (STOP):** You can opt-out of receiving text messages at any time. Simply reply **STOP** to any text message received from us. You will receive one final text confirming your unsubscription, and we will immediately cease sending text messages.
- **Help (HELP):** For assistance with our text messages, reply **HELP** or reach out to us at the contact info below.
- **Carrier Cost and Frequency:** Message and data rates may apply depending on your mobile carrier. Message frequency varies depending on your service plan and active interactions with our team.

6. Liability and Warranties

- **Lawn & Plant Health:** While we provide professional care, we cannot guarantee the health or survival of lawns, plants, or shrubs affected by natural factors outside our

control, including drought, disease, pests, severe weather, or improper watering by the Client.

- **Property Damage:** In the rare event of accidental property damage caused by our crews (e.g., a broken fence picket or damaged siding), you must report the issue to us within **48 hours** of the service so we can inspect and resolve it.

7. Termination of Service

For recurring lawn care or maintenance contracts, either party may terminate services at any time by providing **30 days written notice** via email or text message. The Client remains responsible for paying for all services rendered up to the termination date.

8. Changes to Terms

We reserve the right to update these Terms of Service at any time. Updates will be posted on our website or sent to you via your Jobber client profile. Continued use of our services after updates constitute acceptance of the revised terms.

9. Contact Information

For questions regarding these Terms of Service, please reach out to us:

- **Company Name:** Stone Hill Landscape, Inc
- **Phone Number:** 203-877-9324
- **Email:** contact@stonehilllandscape.com
- **Address:** 229 Seymour Rd. Woodbridge, CT 06525