

TERMS OF SERVICE

A. MAINTENANCE DIVISION

1. Payment Thrive Lawn Care accepts check, cash, card, Venmo, and Cash App. When paying with card, your chosen credit or debit card information will be encrypted and stored in a safe and secure electronic payment system, to be used only by our company for the purpose of collecting payment for services performed by our company. Payment for lawn care services will be charged to your card at the end of every week or immediately after service. An electronic receipt will be sent to you via email. If a payment is unable to be processed, service will be put on hold until payment is made. Repeated unsuccessful payments may result in termination of service.

2. Scheduling In a business whose productivity relies upon the weather, scheduling can be difficult at times. Inclement weather may affect scheduling. We try our best to keep scheduling conflicts to a minimum; however, circumstances that are beyond our control may affect your project start and completion dates. Lawn care (mowing) services are placed on a weekly schedule and adjusted as needed throughout the season. Please note that if a lawn care crew comes to your property to perform scheduled lawn care service and your lawn is freshly mowed by another person or provider without notice to our company, a charge of 50% of your regular service cost will be assessed to your account.

3. Continuation of Service Once your maintenance service begins, you'll be placed on our annual schedule for service to resume each spring at our most current rate of service. Written notice of cancelation is necessary from either party to end service. Please note that the following services are subject to auto-renew annually: lawn mowing service.

4. Picking Up Items Your service will be predictable and reliable. Since you'll know when we're coming, we ask that you please pick up all items in your yard and move all vehicles or blockages that may hinder our ability to access gates, etc. This includes dog feces and dog toys, children's toys, hoses, gardening equipment, etc. This ensures that our crew can stay efficient and do the best job for you, while avoiding damage to your personal items and our equipment. Repeated occurrences, damage to our equipment or personal injury to our employees may result in termination of service.

5. Courtesy and Safety While Thrive Lawn Care is on location at your property, you are responsible for keeping all children and pets, as well as other individuals, away from the work area. This is for your safety, as well as our own.

6. Skipping a Mow Our crew leaders are trained professionals. When they arrive on the job site, they analyze the status of your lawn. If it appears that it does not need mowed and would benefit from skipping a week of service, the crew leader will make a note of the skipped service and you will not be charged for that visit. This may happen during drier periods throughout the year. Otherwise, your lawn will be mowed weekly.

7. Requesting to Mow Shorter Please be advised that we mow at a 3 1/4 - 4 inches throughout the year. This guarantees optimal health, quality, and aesthetic of your lawn. Mowing shorter than 3 1/4 - 4 inches in this area of the country damages grass roots, promotes weed growth, and

destroys the overall look of your lawn. We take pride in the lawns we mow. We want you to take pride in the health and beauty of your lawn as well.

8. Damages We cannot be held responsible for damage to certain unavoidable areas that could be affected by a string trimmer, including, but not limited to: fencing, mailbox posts, fences, swing sets and play areas, unprotected siding that may be low to the ground, unmarked plants placed outside of regular beds, and other unprotected or unmarked areas. If an item should be directly damaged by our equipment, we will communicate the issue with you as soon as possible; if you notice that an item has been damaged, please notify us within 24 hours per our satisfaction guarantee below. Please note that Thrive Lawn Care, Inc. is fully licensed and insured, and carries one-million-dollar liability insurance.

9. Satisfaction Guarantee Your 100% satisfaction is guaranteed. If for any reason you are not satisfied with the quality of service you have received, please contact us within 24 hours. This contact may be in the form of a phone call or voicemail, e-mail, or service request through our Customer Portal. Please leave your contact information and describe the issue in detail. If you contact us after regular business hours (Monday through Friday 7:00am to 4:00pm), we will contact you as soon as possible when we re-open. If an issue should arise after the 24 hour window, it may be due to an issue of nature or other circumstance that could prevent us from correcting the problem at no charge.

9. Cancellation & A Long-Term Commitment to Quality If you choose to cancel your service, a 24 hour notice (or if your service day is Monday, please notify us before 4:00pm on Friday) is required. If we do not receive notice of your cancellation, a charge of 50% of your regular service cost will be assessed to your account.

B. PROJECT DIVISION

1. Payment & Scheduling When paying with card, your chosen credit or debit card information will be encrypted and stored in a safe and secure electronic payment system, to be used only by our company for the purpose of collecting payment for services performed by our company. In a business whose productivity relies upon the weather, scheduling can be difficult at times. Inclement weather may affect scheduling. We try our best to keep scheduling conflicts to a minimum; however, circumstances that are beyond our control may affect your project start and completion dates. You will be notified of any changes.

2. Deposits and Payment in Full By accepting your estimate, you agree to pay the cost of your service in its entirety. If materials are required to install, we will require a 50% deposit in order to begin the work described in your estimate.

3. Warranties & Guarantees Thrive Lawn Care offers a limited landscape warranty. For other care-dependent services such as seeding, proper seeding practices will be performed; however, successful germination and growth cannot be guaranteed by Thrive Lawn Care due to outside factors out of our control once service has been completed (including weather and watering). Thrive Lawn Care is not liable for any weeds that may emerge after a landscape installation has

been completed (even when a landscape fabric is installed. Weed seeds are spread through wind and weather, i.e. factors beyond our control)

4. Property By accepting this estimate, you understand that the service will be performed at the agreed upon service address. It is your responsibility to procure any and all necessary permits unless otherwise discussed.

5. Scope of Work By accepting this estimate, you understand the scope of work is limited to the description in the service estimate and/or design or sketch. Thrive Lawn Care has no responsibility or liability for services that were not performed, if not listed in the service estimate. If you have any questions about the scope of work in this project, please contact us before accepting this estimate. If for any reason the scope of work should change or increase due to customer request or matters out of our control, the compensation amount may change. Additional service requests or changes may be scheduled for a later date.

6. Courtesy and Safety While Thrive Lawn Care is on location at your property, you are responsible for keeping all children and pets, as well as other individuals, away from the work area. This is for your safety, as well as our own. Please note that Thrive Lawn Care is fully licensed and insured, carries one-million-dollar liability insurance.

7. Removal and Replacement of Property Removal and replacement of grills, patio furniture, planters, children's and pets' toys, etc. is the responsibility of the homeowner. Once you are placed on our schedule, please prepare for our arrival accordingly. Should we need to remove items from the deck or yard, we will not be responsible for breakage, storage issues, or proper return to the original area.

8. Promotion Thrive Lawn Care may take photographs of your property. By accepting this estimate, you grant us the permission to take such photographs and give us sole rights to the property of these photographs. These photographs may be used for insurance or advertisement. No homeowner, child, or address will ever be shown in these photos.