

B3 Dog Waste Services LLC

Service Agreement & Payment Authorization

This agreement explains the terms and expectations for professional pet waste removal and related services. By scheduling services with B3 Dog Waste Services LLC, the customer agrees to the following terms.

1. Access to Property

The customer agrees to provide safe and reasonable access to the service area on the scheduled service date. If gates are locked, pets cannot be safely secured, or access to required utilities is unavailable, service may need to be rescheduled. For customers receiving kennel cleaning services, access to an outdoor water spigot and an electrical outlet is required to complete the service. If these utilities are not accessible, the appointment will be rescheduled or canceled. All pets must be secured indoors or safely contained during service for their safety and the safety of our staff.

2. Pet and Property Safety Requirements

For the safety of pets, customers, and employees:

Customers are responsible for ensuring all pets are safely secured during service unless otherwise arranged. B3 Dog Waste Services LLC is not responsible for pets that escape due to damaged fences, open gates existing before service, or other unsafe property conditions. Customers should notify B3 Dog Waste Services LLC of aggressive, protective, or unsafe pet behaviors. B3 Dog Waste Services LLC may refuse service if conditions create an unsafe working environment. Customers are responsible for ensuring pets are safely secured during service.

3. Weather & Service Delays

Service may be delayed due to:

- Severe weather conditions
- Unsafe property conditions
- Circumstances outside of our control

B3 Dog Waste Services LLC will make reasonable efforts to reschedule affected services. If B3 Dog Waste Services LLC must cancel due to weather or operational issues, customers will be notified and refunded if the service cannot be rescheduled.

4. Property Conditions and Protection

Customers agree to notify B3 Dog Waste Services LLC of any known hazards, including aggressive animals, damaged fencing, construction, other unsafe conditions.

B3 Dog Waste Services LLC will perform services with care and professionalism. Customers understand that:

- Properties may have natural variations and conditions outside of our control.
- B3 Dog Waste Services LLC is not responsible for pre-existing property damage or conditions unrelated to our services.

5. Satisfaction Guarantee

If you are not satisfied with your service, please contact us within 24 hours. We will work with you to resolve any service-related concerns.

6. Services Provided

B3 Dog Waste Services LLC provides professional pet waste services, which may include:

- Residential pet waste removal
- One-time cleanups
- Recurring pet waste maintenance
- Kennel cleaning services
- Commercial, Apartments, Parks, and HOA pet waste services
- Pet waste station maintenance
- Deodorizing treatment services

Services will be performed according to the service plan selected by the customer.

7. Customer Responsibilities

The customer agrees to these terms and conditions:

- Provide accurate information about the property and requested services.
- Provide safe and reasonable access to the service area.
- Notify B3 Dog Waste Services LLC of any changes affecting service.
- Keep gates accessible and provide updated access information when needed.
- Inform us of any pets that may pose a safety concern.

- The customer agrees that all pets must be kept indoors or securely contained while services are being provided.

8. Payment Policy

At B3 Dog Waste Services LLC we make paying for your service simple, secure, and convenient. All online payments are processed through a secure payment processor to help protect your financial information. Payment is due upon completion of service. Once the service has been completed, the customer will receive an email or text message containing a secure payment link. Payment may be submitted through the link using any supported payment method. Customers enrolled in recurring service will receive a payment link on the agreed-upon billing date each month.

Accepted Payment Methods

- Visa
- Mastercard
- American Express
- Discover
- Debit Cards
- Digital wallets (when available)

Payment Authorization

By submitting your email or phone number, you authorize B3 Dog Waste Services LLC to charge for completed services, approved recurring services, applicable taxes, and any additional services you request.

9. Additional Charges

Additional charges may apply for:

- Excessive waste accumulation
- Initial cleanups requiring additional labor
- Unsafe or difficult access conditions
- Services outside the original agreement
- Additional time, labor, or materials required to complete the service Customers will be notified when possible before additional charges are applied.

10. Cancellations

Customers must provide at least 24 hours' notice for cancellations or rescheduling. Deposits are eligible for a refund when cancellations are made at least 24 hours before the scheduled service. Cancellations made less than 24 hours before the scheduled service will be considered on a case-by-case basis. There is no additional deposit fee for rescheduling as long as the request is submitted 24 hours before the scheduled service date.

11. No-Refund Policy

B3 Dog Waste Services LLC maintains a No-Refund Policy for all scheduled finished services.

12. Customer Agreement

By booking services with B3 Dog Waste Services LLC, the customer acknowledges that they have read, understand, and agree to these terms.

Reliable • Professional • Responsible

Questions?

If you have any questions regarding your invoice or payment, please contact B3 Dog Waste Services immediately.

Thank you for supporting B3 Dog Waste Services LLC. We appreciate your business!