

# Enhance Your Outdoor Space with Complete Property Care



As part of this year's Annual Service Agreement, our team is excited to continue providing reliable **irrigation maintenance** and **seasonal service** to keep your system running efficiently.

In addition to irrigation services, we also offer a full range of outdoor solutions designed to elevate and protect your property:

<b>Lawn Treatments</b>	Customized fertilization and weed control programs for a lush, healthy lawn.
<b>Aeration &amp; Seeding</b>	Core aeration and overseeding to boost lawn health and density.
<b>Topsoil Application</b>	Enriched soil mix designed to nourish soil and foster stronger, healthier grass.
<b>Mulching</b>	Mulch applications designed to nourish soil, protect plants, and elevate outdoor aesthetics.
<b>Landscape Lighting</b>	Professionally designed and installed lighting systems to enhance beauty, safety, and curb appeal.
<b>Custom Drainage Solutions</b>	Tailored systems to manage water flow and prevent property damage.
<b>Mosquito Control</b>	Mosquito control systems designed to protect your property and enhance outdoor comfort.

Explore how these services can complement your irrigation plan and create a more beautiful, functional outdoor environment.

Please review the attached Annual Service Agreement for detailed irrigation service information and pricing. Our team looks forward to another great season of keeping your landscape at its best.

Creative Rain Irrigation  
7390 Kalark Court, Henrico VA 23231  
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# **2026 CUSTOMER SERVICE AGREEMENT**

## **CREATIVE RAIN IRRIGATION**

7390 KALARK CT. HENRICO, VA 23231 – OFFICE 804-271-0604

[CREATIVERAINIRRIGATION@GMAIL.COM](mailto:CREATIVERAINIRRIGATION@GMAIL.COM)

CONTRACTORS LICENSE #2705 134330

### **IRRIGATION MAINTENANCE SERVICE INFORMATION AND NON-CONTRACT RATES:**

**SPRING START-UP: CUSTOMER MUST CALL TO SCHEDULE** this seasonal service. This service must be done after there is no more threat of freezing temperatures. Turn on your system, monitor the general operation, reset the clock, check and adjust heads – as necessary or requested. Does not include any repairs needed. CUSTOMER MUST notify us within 30 days of the completed Spring Turn On service if any adjustments are needed. After 30 days, the customer will be charged a trip fee of \$120.00 for any return visits to adjust heads or correct any timer settings. \_\_\_\_\_ (Cust. Init)

- **SPRING START UP ONLY:** \$95.00 (1-12 zones) \_\_\_\_\_ (Cust. Init)

12+ zones add \$10 per each additional zone # \_\_\_\_\_ zones total, \$ \_\_\_\_\_ total due

**WINTERIZATION SERVICE: CUSTOMER MUST CALL TO SCHEDULE** this seasonal service. This service must be scheduled before first recorded freezing temperatures. Blow out entire system and remove backflow device for winter storage to prevent damage from water freezing in backflow device, pipes, heads, and/or valves through the winter. Does not include repairs and this must be done to eliminate the chance of costly repairs in the spring. \_\_\_\_\_ (Cust. Init)

- **WINTERIZATION ONLY:** \$95.00 (1-12 zones) \_\_\_\_\_ (Cust. Init)

12+ zones add \$10 per each additional zone # \_\_\_\_\_ zones total, \$ \_\_\_\_\_ total due

**BACKFLOW CERTIFICATION IF APPLICABLE:** Backflow certifications are required annually in certain counties.

(The city of Richmond, Chesterfield, Henrico, New Kent, and Hanover that we know of) and will be performed within 60 days of the date of your spring start up service. You are not required to be home for this inspection service unless your backflow is located in a locked area.

- **ADD BACKFLOW TEST:** \$80.00 \_\_\_\_\_ (Cust. Init) \*Please note this rate is only available if we are also performing your Spring Start-up and/or Winterization\*
- **BACKFLOW TEST ONLY:** \$120.00 \_\_\_\_\_ (Cust. Init)

\*\*Please initial here if prior notice is needed due to the backflow being in a locked crawl space or locked fenced area. \_\_\_\_\_ (Cust. Init)

**WET CHECKS:** This additional service allows us to visit during the hottest months of the year (June and August) to inspect your system. We will ensure there are no leaks, verify that your controller is functioning correctly and efficiently, and make any necessary adjustments to the heads to ensure your yard receives proper hydration.

- **1 WET CHECK:** \$80.00 \_\_\_\_\_ (Cust. Init)
- **2 WET CHECKS:** \$150.00 \_\_\_\_\_ (Cust. Init)

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**IF AVAILABLE, WEEKEND APPOINTMENTS = ADDITIONAL \$35.00 – NO EXCEPTIONS**

**HOURLY LABOR RATE FOR REPAIR WORK OR MODIFICATIONS = \$120.00/HOUR MINIMUM**

**HOURLY EMERGENCY LABOR RATE FOR REPAIR WORK NEEDED WITHIN 24 HOURS = \$150.00/HOUR MINIMUM**

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**DISCOUNTED CONTRACT RATES AVAILABLE WITH PACKAGE PREPAYMENT FOR SPRING START-UP, BACKFLOW TESTING,**

## **AND WINTERIZATION SERVICES:**

- **SPRING START-UP AND WINTERIZATION ONLY:** with agreement and prepayment: **\$180.00 (1-12 zones)** \_\_\_\_\_ (Cust. Init)
- **SPRING START-UP, BACKFLOW TEST, AND WINTERIZATION:** with agreement and prepayment: **\$260.00 (1-12 zones)** \_\_\_\_\_ (Cust. Init)

**12+ zones add \$20 per each additional zone (\$10 per zone, per service) #\_\_\_\_\_ zones total, if over 12**

\$ \_\_\_\_\_ total due

## ADDITIONAL SERVICES:

In addition to our regular irrigation services and maintenance, we provide a variety of offerings, including lawn treatments, landscape lighting, and custom drainage solutions. If you're interested in receiving more information or would like our office to reach out to schedule a complimentary estimate for any of these services, please let us know!

- Initial here if you'd like to receive information about our **lawn treatments** \_\_\_\_\_ (Cust. Init)
- Initial here if you'd like to receive information about **aeration and seeding** \_\_\_\_\_ (Cust. Init)
- Initial here if you'd like to receive information about **topsoil/compost blend application** \_\_\_\_\_ (Cust. Init)
- Initial here if you'd like to receive information about **mulch application** \_\_\_\_\_ (Cust. Init)
- Initial here if you'd like to receive information about our **mosquito control program** \_\_\_\_\_ (Cust. Init)
- Initial here if you'd like to schedule a consult for **landscape lighting** \_\_\_\_\_ (Cust. Init)
- Initial here if you'd like to schedule a consult for **drainage solutions** \_\_\_\_\_ (Cust. Init)

## **FINANCING OPTIONS:**

We now provide the option for monthly installments on select services.

Payments can be made in up to 9 monthly installments, total service agreement selection must be paid in full by December 1, 2026.

All financing is to be charged to a credit card held on file or bank drafted by ACH. (Please be aware that financing does NOT apply to prepayment packages with discounted contract rates.)

Initial here if you would like financing option. A separate agreement with installment breakdown will be emailed to you **(Cust. Init)**

Initial here if have requested wet checks and would like to include them in your payment plan **(Cust. Init)**

**Warranty policy: (1) year labor and part warranty on CRI original installations only, due to part defect or workmanship only, only from the actual date we installed the initial system. An additional defective parts warranty may be applicable, and is to be determined. Coverage is only for the parts we installed under the 1 year warranty if the item(s) being replaced prove to need replacement due to manufacturing defects or faults. We are not responsible for any costs for repairs or diagnosing of any system that appears to be related to maintenance (including start up or winterizing) or servicing by homeowners, other companies, or any individuals other than a Creative Rain representative, and will not cover replacement of parts that appear damaged or not working from direct contact by persons, machinery (i.e. vehicles, mowers) or weather. If for any reason you do not schedule OR have us perform both of the seasonal services each year, any applicable warranty on your system & all parts is voided automatically once a seasonal service is missed, not scheduled or if you have your winterization completed after the first recorded freeze. IT IS YOUR RESPONSIBILITY TO CALL US FOR ALL SERVICES & APPOINTMENTS.**

**\*\*ATTENTION\*\* MANDATORY POLICY: YOUR SIGNED AGREEMENT AND PAYMENT, IS DUE BEFORE THE TIME OF SERVICE. NO EXCEPTIONS – SERVICE WILL NOT BE PERFORMED WITHOUT PAYMENT BEFORE TIME OF SERVICE.**

WE ACCEPT CASH, CHECK, MONEY ORDER, AND ALL MAJOR CREDIT CARDS. \*\*IF YOU ARE 30 MINUTES LATE FOR A SCHEDULED APPOINTMENT OR IF THE TECH HAS TO WAIT MORE THAN 30 MINUTES, YOU WILL BE CHARGED ACCORDING TO OUR HOURLY LABOR RATE FOR THE TIME ON SITE FOR US WAITING FOR YOUR ARRIVAL. IF YOU MISS A SCHEDULED APPOINTMENT, WITHOUT GIVING A 24 HOUR NOTICE, YOU WILL BE CHARGED A \$35.00 TRIP FEE.

Printed Name \_\_\_\_\_ Date \_\_\_\_\_

Phone \_\_\_\_\_ Email: \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

SIGNATURE - I have read and agree to the terms of this service agreement.

**WE MUST RECEIVE THIS SIGNED FORM & PAYMENT PRIOR TO YOUR SCHEDULED APPOINTMENT**