

## **Sunshine Lawn Care, LLC**

[www.sunshinelawncaresc.com](http://www.sunshinelawncaresc.com)  
[office@sunshinelawncaresc.com](mailto:office@sunshinelawncaresc.com)  
(843) 804-9508 - Front Desk  
(843) 801-6989 - Office  
(843) 920-4590 - TEXT ONLY!



## **WELCOME TO SUNSHINE LAWN CARE TERMS & CONDITIONS (Updated 01/2026)**

Dear Valued Customer,

Welcome to Sunshine Lawn Care! We appreciate the opportunity to care for your property and keep your yard looking its best. For your reference, the following Terms and Conditions outline our services, business practices, and answers to common questions. Please review them carefully. By approving service, you agree to the Terms and Conditions outlined below.

### **1. COMMUNICATIONS**

To ensure timely and accurate service, all communications must be directed through our office using the contact methods listed below. Messages sent to owners or team members' personal cell phones are not monitored by the office and may be missed while staff are in the field.

All service requests, questions, approvals, changes, feedback, and follow-up communications should be submitted through one of the following official channels:

- **Phone:** 843-801-6989 or 843-804-9508  
(*Text messages are not monitored on these lines.*)
- **Text-Only Line:** 843-920-4590
- **Email:** [office@sunshinelawncaresc.com](mailto:office@sunshinelawncaresc.com) or [sunshinelawncare843@gmail.com](mailto:sunshinelawncare843@gmail.com)
- **Client Hub:** Login (yellow circle icon) is located in the upper right hand corner on the homepage of our website: [www.sunshinelawncaresc.com](http://www.sunshinelawncaresc.com)

Communications received through these channels allow our office to properly document, track, and respond to your requests in a timely manner.

### **2. CLIENT HUB**

For your convenience, located in the upper right hand corner of our website is the login button (yellow circle icon) for your Client Hub with us (customer online portal). Here, you can access upcoming visits, past history of charges and payments, itemized invoices, saved payment methods, our online request form, and more!

### **3. INVOICING and PAYMENTS**

- **Regular Maintenance Services**

Invoices for recurring maintenance services are emailed on or around the first business day of each month (typically the first Monday). Maintenance services are invoiced **in arrears**, meaning invoices reflect services performed during the prior month. All maintenance invoices are **Net 15** and must be paid within fifteen (15) days of the invoice date.

If you have not received your monthly invoice by the 5th of the month, please contact our office.

- **One-Time and Project-Based Services**

For one-time services such as clean-ups, installations, or material purchases:

- Projects totaling **over \$1,000.00** require a **50% deposit** upon quote acceptance to secure scheduling.
- The remaining balance is invoiced upon job completion and sent via email.
- Payment for one-time services is due **upon completion**, which is standard industry practice.

In some cases, one-time service invoices may be included with your regular monthly maintenance invoice, depending on the completion date. When included with a maintenance invoice, the **Net 15** payment terms will apply.

#### **HOW TO PAY MY BILL:**

We offer several convenient payment options:

- **Online Payment:**

Use the green “**Pay Invoice**” button at the bottom of your invoice to access your online customer portal (Client Hub). From the Client Hub, you may:

- Pay invoices
- View billing and payment history
- Save payment methods for one-click payment or Auto Pay
- Review upcoming visits
- Submit service requests

- **Phone Payment:**

Credit or debit card payments may be made by calling our office.

- **Check Payment:**

Checks should be made payable to **Sunshine Lawn Care, LLC** and mailed to:  
*1233 Chuka Ct., Charleston, SC 29412*

- **Auto Pay:**

Auto Pay is available for added convenience. Customers may authorize automatic debit or credit card or ACH payments by completing the following steps:

1. Log in to the **Client Hub** by clicking the yellow circle icon in the upper right-hand corner of our website at [www.sunshinelawncaresc.com](http://www.sunshinelawncaresc.com).

2. Navigate to the **Wallet** section to securely save your credit/debit card or ACH information.
3. Complete and submit the **Auto Pay Agreement Form**, which is required to activate Auto Pay.  
Access the form using the following link:  
<https://docs.google.com/forms/d/e/1FAIpQLSfHSgEGOkXo2n63N5FTaqP8imwoqo3oQyoHfBkv7LccqEJTtQ/viewform?usp=header>
4. Once enrolled, your payment method will be processed at **midnight on the last day of each month** for services completed during that month.

Email receipts will be automatically sent for all Auto Pay transactions, and invoices will remain accessible in the Client Hub for your records.

#### **4. FEES AND COLLECTIONS:**

- **Late Fees and Past-Due Accounts**

Any account balance that remains unpaid **thirty (30) days** or more after the invoice date may be assessed a **late fee of \$25.00 per month**. At this time, services may be suspended until the account is brought current.

If collection action becomes necessary, the customer agrees to be responsible for all costs associated with collections, including but not limited to: late fees; office or administrative fees for time spent on collection efforts; costs for certified mailings, court filings, or other collection activities; attorney's fees; and any other standard business expenses incurred in the collection of amounts owed for services rendered.

- **Late Fees for One-Time or Single-Visit Services**

Payment for one-time or single-visit services is due upon completion of service. If payment is not received within **seven (7) calendar days** following job completion and invoicing, the account may be subject to late fees and collection actions.

Late fees for one-time services will vary based on the scope and cost of the job and expenses incurred by Sunshine Lawn Care, **beginning at \$25.00 and up to twenty percent (20%) of the invoiced job amount**.

- **Additional Fees**

- **Credit Card Processing Fee:**

A 3% processing fee will be added to invoices paid by credit card.

*Exception: This fee is waived for recurring maintenance invoices only.*

- **Failed Credit Card Payment Fee:**

A \$35.00 fee will be assessed for any credit card payment that is declined or fails to process for any reason.

- **Returned Check Fee:**

A \$35.00 fee will be charged for any check returned as unpaid.

- **Design, Consulting, and Service Call Fees**

While many estimates for ongoing services and select projects are provided at no charge, certain consulting services may require additional fees for both new and existing customers. The minimum consulting fee is \$100.00 per visit. These services include, but are not limited to:

- Landscape design services
- Consulting or professional advice related to turf, plants, or materials
- Service calls to diagnose or discuss turf, pest, or chemical-related concerns
- Consulting on specialty chemical programs or projects implemented by the customer with professional guidance

To ensure efficient service and minimize the need for multiple visits, customers are encouraged to have relevant information prepared prior to consultations or service calls. Additional visits or extended time may result in additional fees.

## **5. MAINTENANCE SERVICE VISITS**

- **SERVICE FREQUENCY**

- Maintenance services are scheduled and priced on a **minimum bi-weekly** (every other week) basis. **Weekly service** is available for customers who prefer or require more frequent visits and may also be offered as a **seasonal option**, generally from March/April through October/November, depending on weather conditions and growth patterns.
- Seasonal weekly service schedules are adjusted based on weather and turf growth. When temperatures cool and growth slows, service frequency will transition back to bi-weekly. When warmer weather returns and growth increases, weekly service will resume.
- Customers will be notified of any frequency changes via email.

- **SCOPE OF MAINTENANCE SERVICES**

- **Basic Maintenance Services include:**
  - Mowing
  - Edging
  - Weed-eating as necessary in lawn/turf areas (excluding planting beds)
  - Blowing off
- **Full Maintenance Services includes all Basic Maintenance services, plus:**
  - Weed control in planting beds\*
  - Hedge and shrub trimming\*, as needed

**\*Hedge and shrub trimming** is not performed at every visit, as excessive trimming can be harmful to plant health. Trimming is completed on an as-needed basis, typically every second or third visit on a bi-weekly schedule, depending on plant growth and condition. Tree trimming is not included in regular maintenance services.

**\*Weed control in planting beds** is managed through a combination of hand-pulling and targeted chemical spray application. Chemical sprays are systemic and must be applied directly to weed foliage to be effective, allowing the product to travel to the root system. As a result, **weed control is not immediate, and visible results may take up to two (2) weeks**. Customers should expect weeds to gradually yellow, brown, and wilt over time.

**\*Ground cover** - In order to receive weed control services in planting beds, **ground cover such as pine straw or mulch must be present**. Weed control services cannot be provided in bare soil areas.

- **TURF WEED CONTROL:**

Treatment of weeds within turf (grass) areas is **not included in regular maintenance services**. Turf weed control is offered separately as part of our **chemical treatment program** (See “Chemical Program” Section), which is performed by state-licensed technicians. Maintenance crews do not apply or carry chemical treatments.

- **ADDITIONAL SERVICE REQUESTS:**

To ensure timely service and maintain efficiency for all customers, maintenance crews are unable to perform additional services requested at the time of a scheduled visit. Any additional or special services must be requested by contacting the office **at least one (1) business day prior** to the scheduled service visit so that proper scheduling can be arranged.

- **STICK PICKUP DURING MAINTENANCE:**

A limited amount of sticks and twigs is expected as part of routine maintenance service. Twigs smaller than an adult's thumb may be mulched by mowing equipment. Sticks larger than this must be picked up by hand. A reasonable expectation for stick pickup is approximately one armload per crew member.

- Each maintenance service is quoted based on an allotted amount of labor time, which includes a reasonable level of stick pickup. Any labor required beyond this scope **may be subject to additional charges** (See “*What Is Considered a Cleanup?*”). If an excessive quantity of sticks prevents the crew from completing the scheduled maintenance within the allotted time, the crew leader will determine one of the following actions:
  - Complete the maintenance visit and leave excess sticks on site;
  - Skip the maintenance visit and recommend a cleanup service; or
  - Perform additional pickup within reason and add an additional labor line item.
- Most municipalities (including, but not limited to, JIPSD and the City of Folly Beach) prohibit contractors from placing sticks or debris at the roadside.
- External factors beyond our control—such as storms, high winds, diseased or dead trees on the property, or other work being performed on the property—may significantly increase the amount of fallen debris.
- Downed tree limbs always require assessment and are not included in routine maintenance visits. Customers must notify the office in advance if downed limbs are present to avoid fees related to blocked access or missed visits.

- Any hauling away of sticks or limbs is a billable service, as it involves additional labor and disposal costs.
- **TREE TRIMMING:**  
The trimming of trees is **not included** in regular maintenance. This service is considered a one-off service. If you need your trees trimmed, please submit a quote request via our website or through email.
- **LEAF REMOVAL:**  
Leaf removal is **not included in standard maintenance services**. Standard maintenance includes **leaf management**, which consists of blowing leaves into turf areas, mowing over the leaves to mulch them, and redistributing the mulched material back into beds or another approved on-site location to provide a natural composting benefit (Also see “WINTER MOWING AND LEAF MANAGEMENT” section for more details).

Requests for **leaf removal**, including the bagging or hauling away of leaves or debris, are not part of routine maintenance and are performed only as a one-time service or as part of a scheduled clean-up. These services are billable at an additional cost due to increased labor and disposal fees.

Bagging and off-site disposal of leaves, sticks, or debris are subject to local regulations. Most municipalities, including but not limited to JIPSD and the City of Folly Beach, prohibit contractors from placing bagged debris at the roadside.

- **WINTER MOWING AND LEAF MANAGEMENT:**

During the Fall and Winter months, once grass has entered dormancy, mowing practices are adjusted accordingly. Mowers are operated with blades set slightly higher so grass is not cut during dormant periods.

Leaf drop is a natural and seasonal condition in our area. To manage ongoing leaf fall and debris and to prevent large accumulation requiring extensive clean-ups, maintenance services continue on a minimum bi-weekly schedule.

Our commercial-grade mowers are equipped with sharp blades designed to mulch leaves, small twigs, and light plant debris. During each visit:

- Leaves are blown from landscape beds into turf areas.
- The turf is then mowed to mulch the leaves.
- Mulched material is redistributed back into the beds, providing a natural composting benefit.
- Regular removal of leaf debris helps maintain turf health by preventing smothering of dormant grass.

- **ACORN MANAGEMENT:**

Acorns are a seasonal and unavoidable condition during Fall and Winter, particularly on properties with Live Oak trees. While some acorns are moved or dispersed using

blowers during routine maintenance visits, it is not possible to completely remove all acorns from turf areas as part of standard maintenance services.

There is no general maintenance method that can fully eliminate acorns without causing damage to the turf. If a property is experiencing excessive acorn accumulation, customers may contact us to request an evaluation for a customized clean-up solution, which may be quoted separately.

## **6. CLEAN-UPS**

### ***What is a clean-up?***

A clean-up is defined as any visit that includes services beyond what is outlined in the customer's quoted maintenance service line item(s). Clean-ups require additional time and labor and may include, but are not limited to:

- Excessive debris, sticks, or leaf accumulation
- Clearing or restoring landscape beds
- Larger projects outside routine maintenance
- Additional services such as hedge trimming or weed control for customers on Basic Maintenance plans

Clean-ups are quoted and billed separately, typically on a per man-hour basis, and may need to be scheduled on a day other than the customer's regular maintenance visit. A man-hour is defined as one worker performing one hour of labor (e.g., two workers for 30 minutes equals one man-hour; three workers for two hours equals six man-hours).

**For safety, scheduling, and billing accuracy, customers must not request additional services directly from on-site crews. All clean-up and additional service requests must be submitted through the office for approval and scheduling.**

### **When is a clean-up needed?**

- **Initial visits:** Clean ups are performed during initial visits to prepare a property for ongoing maintenance.
- **Skipped visits/areas:** If a customer elects to skip scheduled maintenance visits or requests that certain areas of the property not be serviced, any resulting overgrowth or accumulation that exceeds what can be completed within a standard maintenance timeframe may be classified as a clean-up.
- **Post-storm:** Post-storm conditions, particularly following major weather events, frequently require clean-up services due to increased debris and damage.
- **Seasonal or Leaf Clean-ups:** Seasonal or leaf clean-ups requested as one-time services are not always available, particularly during high-demand periods (such as Spring). During peak seasons, clean-up availability is prioritized for new maintenance customers and existing customers requiring additional services.

## **7. CHEMICAL PROGRAM**

Our Chemical Program includes lawn treatment services such as turf weed control, fertilization, fungicide, and insecticide applications. Treatment timing and recommendations are based on

Clemson Agricultural guidelines and are subject to change; however, each lawn is unique, and treatment needs may vary based on individual property conditions.

- Chemical services are billed **per visit**, meaning customers are charged only when a treatment is performed. There are no monthly or annual flat fees.
- Treatments may be combined during a single visit. When combined, applications are typically performed as three (3) chemical applications per visit and billed as two (2), with the third application provided at no additional charge.
- Chemical treatments are also available as a one-time service for customers not enrolled in the Chemical Program. One-time services are billed at a higher per-visit rate due to individual batch preparation requirements.
- **The effectiveness of chemical application services is not guaranteed.** By approving chemical services, the customer acknowledges that payment is for the chemical products and their application, and not contingent upon achieving any specific or guaranteed result.
- All lawns are not created equal! Lawn results may be affected by factors including, but not limited to: soil composition, drainage, slope or grading, sun exposure, shade, irrigation practices, and weather conditions.
- **Safety:** Once chemical applications have dried—typically within approximately fifteen (15) minutes—treated areas are considered safe for pets and children.

### Typical Chemical Program Components

A standard annual Chemical Program may include, but is not limited to:

- **Pre-emergent weed control:** Preventative weed treatment, typically applied up to four times per year, often seasonally, depending on property needs.
- **Post-emergent weed control:** Treatment for active weeds that emerge despite preventative applications. Frequency varies by property and environmental conditions.
- **Fertilization:** Applied as needed, generally between March and November.
- **Fungicide:** A minimum of two (2) applications per year is recommended; four (4) applications are common, depending on weather and property conditions.
- **Insecticide:** Typically four (4) applications per year. Insecticide treatments may also be used to manage moles by eliminating their food source, usually applied approximately every three (3) months when used for this purpose.

## 8. MOSQUITO CONTROL PROGRAM

Mosquito populations increase during warmer months; mosquito control services are designed to reduce mosquito activity and improve outdoor comfort. The mosquito control program creates a protective barrier around the property by targeting areas where mosquitoes live and breed.

- **Treatment Frequency:** Applied on a recurring basis every three (3) weeks from April through October/November. Consistent treatments throughout the service season are required to maintain effective control.
- **Weather Conditions:** If rain occurs on the scheduled day of mosquito control treatment, the service will be rescheduled for a time when the treatment area is dry, usually the following day. Treatments performed after recent rainfall may have reduced effectiveness; effectiveness cannot be guaranteed under these conditions.

- Mosquito control treatments reduce mosquito populations but do not eliminate all mosquitoes.
- If an additional treatment is required due to weather-related reduced effectiveness, it will be provided at an additional cost.
- All mosquito control applications are performed in accordance with guidelines established by Clemson University's Department of Plant Industry and the Clemson Cooperative Extension.
- Once the chemicals have dried (usually 15 minutes after application), the treated areas are safe for pets and children.

## **9. CREW INTERACTION AND ON-SITE SAFETY**

For your safety and the safety of our team, **please do not approach crew members while they are performing services**. Lawn care equipment can cause debris to be thrown, creating a potential hazard.

Crew members are **not authorized to modify, add, or adjust services during a visit**. All communications, service requests, or changes must be directed to and approved by the office **prior to crew assignment (at least one full business day)**.

If a crew is present and you have a question or concern, please contact the office directly to ensure your request is handled properly and safely.

## **10. ACCESS TO PROPERTY, INCLUDING GATED OR RESTRICTED AREAS**

- **Crews must have clear, unobstructed access to all agreed-upon service areas in order to complete scheduled service visits.** If access to any portion of the agreed service area is restricted, that portion of the property will not be serviced during the scheduled visit.  
This includes, but are not limited to:
  - Fenced-in backyards
  - Gated or locked areas
  - Areas blocked by vehicles, equipment, or other obstacles
  - Pets in the yard
  - Any other restrictions that may prevent them from reaching an agreed service area
- **Pets must not be left unattended in any yard, gated, or restricted area that requires service.** For safety reasons, crews will not enter any area where an unattended pet is present.
- Due to scheduling constraints and fairness to all customers, return visits are not provided for access-related issues. Inaccessible areas will be serviced at the next regularly scheduled visit.
- Delayed services due to restricted access may result in overgrowth or debris accumulation. If an area becomes too overgrown to be serviced within a standard maintenance timeframe, additional clean-up labor charges may apply.
- Should we be unable to access all of the agreed-upon service areas for any reason, the scheduled service visit may still be billable in accordance with the "Skipped Visits" policy.

## **11. ANIMAL WASTE AND PERSONAL PROPERTY**

Prior to each scheduled service visit, customers receive automated email and text reminders requesting that all personal property and pet waste be removed from service areas.

- **PERSONAL PROPERTY**

- The quoted service price and allotted service time do not include the removal of personal property.
- Customers are responsible for ensuring that items such as toys, sprinklers, hoses, cords, lawn furniture, decorations, and similar personal property are removed from the yard prior to each scheduled visit.
- **We are not responsible for damage to personal belongings left in service areas, as such items may not be visible to crew members during normal operations.**
- **Fees & Service Impact Related to Personal Property:** As with interior cleaning services, it is expected that service areas are clear prior to arrival. If personal belongings obstruct service:
  - The Crew Leader will determine whether the items can reasonably be moved to complete the service within the scheduled time, or whether the visit must be skipped.
  - If the visit must be skipped, the appointment may be **charged in accordance with the “Skipped Visits” section** of these Terms & Conditions.
  - If service can be completed, an **additional clean-up labor charge** may be added. Any such fee is assessed on a case-by-case basis.

- **PET WASTE**

Pet waste presents significant health and safety concerns. Lawn equipment may come into contact with pet waste and disperse it throughout the yard, onto crew members, and onto equipment, creating sanitation hazards and requiring additional labor and equipment cleaning. **Customers are required to remove all pet waste prior to each scheduled service visit.** In cases of excessive pet waste:

- **First occurrence:** The office will notify the customer of the issue. The notification will advise that a **\$50 pet waste clean-up fee** will be applied if the issue occurs again.
- **Second occurrence:** A **\$50 pet waste clean-up fee** will be added to the service visit.
- Repeated occurrences may also result in service delays or skipped visits, billed in accordance with the terms and conditions under the “Skipped Visits” section.

## **12. DAMAGES**

It is an unfortunate part of the industry that sometimes damages do occur. Equipment can throw rocks or objects hidden in long grass and, of course, human error exists, too! If you notice damage after your service visit, **PLEASE NOTIFY THE OFFICE WITHIN 3 DAYS.** If we are not

made aware of the damages in a timely manner, we cannot adequately assess what occurred to determine if the damage was caused by our team or equipment.

- **NEW PLANTINGS & LANDSCAPE CHANGES**

It is the customer's responsibility to notify our office of any new vegetation, plantings, seed, sod, or other landscape changes that may be affected by the services we perform. We cannot be held responsible for damage to unreported or unmarked plantings, seed, or landscape changes. **Failure to notify the office in advance of your next scheduled visit may result in accidental damage during normal service operations.**

- Any new plantings or landscape changes installed after the initial quote or service agreement must be reported to our office prior to the next scheduled service.
- All new or sensitive areas must be **clearly and visibly marked** before the service visit. We recommend using small neon or brightly colored utility flags, available at most home improvement stores.
- Proper notification allows us to alert our crew and provide guidance on marking requirements.

- **OUTDOOR LIGHTS AND DECORATIONS**

Customers are responsible for removing or securing any outdoor lights, cords, decorations, or personal property located in areas scheduled for service, including lawns, garden beds, bushes, shrubs, hedges, and trees. By scheduling service, customers acknowledge and accept responsibility for any decorations or personal property left in serviced areas.

- We are **not responsible** for damage to lights, cords, decorations, or other personal property placed within serviced areas.
- Many decorations—especially cords and light strings—are often concealed or difficult to see and may be unintentionally damaged by mowing or trimming equipment.
- Our crews **cannot move or adjust decorations** in order to complete service.
- Decorations must be removed or relocated **prior to the scheduled service day** to prevent damage.
- Customers must notify our office **at least one full business day before the scheduled visit** if outdoor decorations are present in service areas.
- If advance notice is provided, crews will avoid or skip decorated areas when possible.
- If decorations obstruct service and prior notice was not given, the visit may be skipped.
- Any skipped visit due to unreported decorations will be **billed as a regular skipped service**. Please refer to the "Skipped Visits" section for additional details.

### **13. SKIPPED SERVICE VISITS AND/OR FEES FOR ADDITIONAL LABOR:**

- Maintenance visits are scheduled timeframes, and our crew and resources are allocated accordingly. For that reason, if service visit or area has to be skipped for any of the

following reasons (or any similar reason we have not yet encountered), **Sunshine Lawn Care reserves the right to bill at the agreed price for the missed service visit:**

- Customer electing to skip a visit or area of their property at their request. *Please be mindful that we keep a full schedule and there is often a waitlist for maintenance services. For this reason, we are unable to offer an opt-in/opt-out or "call as needed" maintenance option.*
- Access to all or part of the agreed service area blocked by vehicles, locked gates, outdoor pets, or any similar reason.
- Decorations, cords, lights, excessive debris, pet waste, personal property/belongings, or any other organic or non-organic material preventing crew from performing the quoted and agreed service.
- Customer scheduling another contractor or home service provider on top of our scheduled lawn service visit which impedes SLC crew from performing the agreed service (our crew cannot "work around" other individuals or crews working on your home or yard as this is a safety hazard for all parties).
- During the fall and winter months, our Maintenance Supervisor may determine that a scheduled service visit is not necessary due to property conditions. In such cases, the visit will be skipped at no charge to the customer. If a visit is skipped, customers will receive an email notification from our office. The decision to skip a service visit is made **solely at the discretion of the Maintenance Supervisor**. Customers may not request or independently determine whether a visit should be skipped.

#### **14. CANCELLATIONS**

Please be mindful that we keep a full schedule, and each customer on our schedule is planned out in advance with our personnel and resources. If, for any reason, you need to cancel a service, we do require the following notice in order to cancel without a cancellation fee:

- **FOR REGULAR MAINTENANCE (SINGLE VISIT):** Please see skipped service visits paragraph above. We are not able to offer opt-in/opt-out maintenance services. If you believe there is a legitimate concern and you feel your service visit needs to be skipped, **please reach out to the office at least 3 business days prior to your scheduled service visit.**
- **FOR REGULAR MAINTENANCE (TERMINATION OF SERVICES):** We ask for a **minimum of one (1) week notice** to terminate service entirely for a property/customer. If notice is given less than a week prior to your next visit, we will still perform a final visit for you at your scheduled time, for the agreed price, then process the cancellation of your services. We do not require contracts, as we want customers to feel free to terminate service if they wish. The flip side of this is that we do need one week's notice to make schedule adjustments, reallocate crew as needed, etc.
- **FOR ONE-OFF JOBS:** This includes, but is not limited to, installs (sod, plants, etc.), mulch, pine straw, clean-ups, or any other one-time service that is not a regular maintenance service.

- A **minimum of 3 business days** is required to cancel one-off jobs. Often, materials have been ordered. If not canceled within the required notice time, a cancellation fee will be calculated based on fees incurred by us in order to cancel any necessary crew, materials, and/or additional machinery.
- **Cancellation of supply orders:** If we cannot cancel delivery of supplies by the supplier(s), the customer is responsible for the cost of materials and any/all costs incurred by Sunshine Lawn Care, LLC to procure the materials and prepare for the job.
- **Refunds of deposits:** If we are able to cancel any orders associated with your job, we will refund 80% of the deposited amount. 20% of the deposit is non-refundable as compensation for the administrative and prep work required for the job and reimbursement for any fees and/or costs incurred by Sunshine Lawn Care.

  

- **“SEASONAL” CANCELLATIONS:**  
Please note that we do keep a bi-weekly minimum frequency year round. In this sub-tropical climate, trees drop leaves all winter long, necessitating either regular leaf management (more ideal and cost-effective; keeps up with the leaf-fall and keeps it off the grass), or usually a full leaf clean-up in the Spring. If a customer wishes to stop service for the winter (or for any other period of time), the following disclaimers apply:
  - We are unable to “pause” service or hold spots, as we do keep a full schedule year-round. We can cancel service with the required notice (see Cancellations above), but we cannot guarantee that a spot will be available in the Spring.
  - Customers wishing to re-establish service after canceling understand that this will be equivalent to starting a new maintenance. An assessment will need to occur for any initial clean-up required, and a new maintenance quote may be generated based on the current season’s pricing.

## **15. RAIN/WEATHER DELAYS**

We make every attempt to communicate via text and/or email if service will be delayed due to weather or other unforeseen circumstances. In the event that regular maintenance service must be postponed, we will provide your service on the next possible service day that the weather and schedule allow. Please understand there can be many customers to reschedule, especially if there has been more than one day's weather delay. Therefore, **it will not always be the following day, but will be as close to your regular day as possible.** This is to avoid skipping an entire service, in order to keep everyone on schedule, and keep your yard looking great.

If it is a one-off job that is not part of regular maintenance, or a larger job, it may need to be rescheduled entirely. If this is the case, we'll make contact to reschedule on the earliest possible mutually acceptable day.

*We hope that this information is helpful in answering your basic service, billing, and operations questions! Please reach out to the office, using the contact info below, if you have any other*

*questions, or feel free to check out our website. We look forward to helping keep your yard beautiful!*

Best Regards,

**Sunshine Lawn Care, LLC**

843.801.6989 – Office Mobile (call only)  
843.920.4590 – TEXT LINE  
843.804.9508 – Front Desk (call only)  
[www.sunshinelawncaresc.com](http://www.sunshinelawncaresc.com)

**Pamela Terelak**, Owner/Administrative Operations

[pamela@sunshinelawncaresc.com](mailto:pamela@sunshinelawncaresc.com)

**Mike Terelak**, Owner/ Field Operations

[mike@sunshinelawncaresc.com](mailto:mike@sunshinelawncaresc.com)

**Kristen Bushey, Office Administrator**

[office@sunshinelawncaresc.com](mailto:office@sunshinelawncaresc.com)

[sunshinelawncare843@gmail.com](mailto:sunshinelawncare843@gmail.com)