



**www.HedgeMow.com**

*HedgeMow is a division of Verato Group, Inc.*

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## **HedgeMow Terms of Service**

In order to ensure the best possible understanding and experience between HedgeMow and our clients, unless otherwise negotiated and agreed upon in advance the following payment guidelines will be in effect starting March 1, 2018 and clients agreement to these policies is implicit in receiving any services by HedgeMow:

1. HedgeMow clients understand and agree that the only way to have optimal service is to provide feedback to HedgeMow. HedgeMow values clients and appreciates and encourages feedback from clients regarding services so that clients are happy and staff of HedgeMow are also happy.
2. Clients of HedgeMow agree to make timely payments so that optimal service can be provided without constraints imposed by lack of resources or service interruptions. In order to provide a superior level of service for clients it is imperative that HedgeMow receive payments from each client in a timely fashion so that all of the materials and human resources that are necessary to service each client is available to HedgeMow and the client on a per service basis.
3. Reasonable adjustments or corrections to services can be made by HedgeMow at any time during subsequent visits after receiving requests from clients. Corrections and adjustments to services not requested by clients should not be used as a reason for clients to allow bills to become overdue. Late fees will not be waived when corrections or adjustments to services are not requested by clients in a timely fashion.
4. It is the clients responsibility to notify HedgeMow in advance if service is to be canceled for any reason. If a client moves out of a property and fails to notify HedgeMow of cancellation of services then the client will be required to pay for any services not canceled by the client in advance.
5. HedgeMow provides a number of easy ways to receive and pay bills. Collections and payment policies are set by the stake holders of HedgeMow and are as follows:
  - a. Payment is expected to be received by HedgeMow within 10 days of any bill. Service interruptions may occur for clients whose bills are not paid within 15 days. If any grace periods are extended to clients then service interruptions may still occur at any time for unpaid bills.
  - b. Any invoices more than 30 days past due will incur a 10% late fee.
  - c. A 5% late fee will be applied on the first of every calendar month to any unpaid balances that are 60 days or older.
  - d. Accounts with balances more than 60 days past due may be referred to collections and incur additional collections charges.
  - e. It is the clients responsibility to contact HedgeMow regarding potential late payments. Under certain



circumstances HedgeMow may be able work with some clients to avoid service interruptions or make payment arrangements in order to avoid excessive fees.

f. Deposits for future services may be required for clients who are consistently tardy when paying bills.

6. Once off services and large services, such as clean up and landscape install services must be paid at the time the service is complete unless otherwise agreed.