

MERRILL LANDSCAPE SERVICES

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Merrill Landscape Services: Residential Snow Removal Service Agreement

Welcome to Merrill Landscape Services! We're excited to partner with you to keep your property safe and accessible this winter. This agreement outlines our services, your responsibilities, and other important details to ensure we're all on the same page.

Our Service Commitment

- **When We Plow:** We will automatically service your property when snow accumulation reaches near your trigger or more. We base our judgment of the trigger amount on general observations, not how much is in your drive. Keep in mind that blowing, drifting, melting, and compaction can affect how much you perceive is on your property. Our operations run day or night, including holidays. We will typically start operations based on the anticipated ending of the bulk of the snow; sometimes, because of how long it takes to complete operations, removal has to start before all snow has completed falling.
- **Mandatory De-Icing:** For your safety, an application of salt/ice melt is required every time we service your property to improve safety. This will be included as a separate charge on your invoice.
- **Property Markers:** We may install marker stakes along your driveway to protect your lawn and our equipment. Please do not remove them; we will collect them in the spring⁵.
- **Safety First:** For the safety of our sidewalk crews, we may need to pause work if the wind chill drops below 0°F.

Your Responsibilities as a Homeowner

- **Keep Areas Clear:** Please ensure the areas you want plowed are free of vehicles, trash cans, extension cords, and other obstacles before a storm. We cannot plow in front of a parked car.
- **Blocked Areas:** Our policy is to stay at least **three feet from parked vehicles**. If an area is blocked, we will only plow the accessible portions. A return trip to clear the previously blocked area will result in an additional, prorated charge.
- **Hidden Obstacles:** You are responsible for any damage caused to or by hidden objects on your property. This includes things that protrude from the pavement like water shut-offs, sewer vents, or electrical boxes. Please let us know if there are any such obstacles.

Billing and Payment

- **Invoicing:** You will receive an invoice after each snow event. **Payment is due upon receipt.**
- **Per-Push Service:** Plowing is charged "per push," not per snow event or per season.
- **Show-Up Fee / Previously Cleared Areas:** We reserve a time slot for you on our route for each storm. If you do not provide notice to cancel service before an event and our crew arrives at your property, you will be charged a show-up fee. Even if you have already cleared all or part of the area, our crew may still clear any new accumulation or apply ice melt to ensure safety, and you will be billed for any services performed.
- **Late Payments:** A 2% monthly late fee will be applied to balances that are unpaid after 30 days.
- **Returned Checks:** There is a \$35 charge for any returned checks.

Service Pricing

Your service plan is based on the option you select below. The "Show up Fee" is a base charge for the visit, with additional costs calculated based on the depth of the snow.

Service Options

- **Option 1 – Driveway Only**
 - Show up Fee: **\$65.95**
 - Additional cost per inch (up to 6.0"): **\$6.00**
 - Additional cost per inch (above 6.0"): **\$12.00**
- **Option 2 – Driveway & Walkway to House**
 - Show up Fee: **\$75.95**
 - Additional cost per inch (up to 6.0"): **\$8.00**
 - Additional cost per inch (above 6.0"): **\$16.00**
- **Option 3 – Driveway, Walkway, & City Sidewalk**
 - Show up Fee: **\$99.95**
 - Additional cost per inch (up to 6.0"): **\$9.00**
 - Additional cost per inch (above 6.0"): **\$18.00**
- **Option 4 – Driveway, Walkway, 2 City Sidewalks / Corner Lot**
 - Show up Fee: **\$124.95**
 - Additional cost per inch (up to 6.0"): **\$11.00**
 - Additional cost per inch (above 6.0"): **\$22.00**

Salting/IceMelt Cost

- Salting per pound: **\$0.90**

Additional Charges

- Additional Standard Drive: **\$20 + \$1 per inch**
- Circle Drive add on: **\$20 + \$1 per inch**
- Side Entry Garages / L-Shaped Drives: **\$10 + \$1 per inch**
- S / wave Drives: **\$5 + \$1 per inch**
- Stamped/Paver Drives: **\$30 + \$1 per inch**
- Additional Walks: **\$15 + \$1 per inch**
- Extra long walks/sidewalks/Drives: **Quoted**

Service Limitations & Important Details

- **Bare Pavement Not Guaranteed:** Please be aware that plowing and de-icing services may not clear surfaces to "bare pavement". Slippery conditions can still exist, and we are not liable for this naturally occurring condition.
- **Blowing and Drifting:** Blowing and drifting commonly happen after service is complete. We can revisit your property to clear this for an additional cost. Please call or email the office to request a return visit.
- **Potential for Damage:**
 - Snowplowing by its nature involves pushing a steel blade over pavement. If your driveway is cracked, weakened, or was improperly installed, the plow may expose or worsen this damage.

We are not responsible for damage to pavement or curbs unless we have been negligent.

- We are not responsible for incidental damage to items near the plowing area, such as ground cover, shrubbery, landscape lighting, or parking curbs.
- **City Plows:** We are not responsible for clearing the snowbank at the end of your driveway that is created by city or town plows after we have already serviced your property.
- **Snow Piling:** We will pile snow in available areas on your property, which may include parts of your driveway or lawn. If you require snow to be hauled off-site, this service is available for an additional fee.

Agreement & Cancellation

- **Cancellation Policy:** To cancel service for an upcoming snow event, you must provide written notice before our crews are dispatched. Please notify us as soon as possible to avoid charges. To cancel your service agreement for the remainder of the season, you must provide written notice.
- **Insurance:** For your protection and peace of mind, we maintain comprehensive general liability insurance, worker's compensation insurance, and automobile liability coverage. We can provide proof of insurance upon request.