



# CUSTOMER SERVICE AGREEMENT

Dom Diesel Hauling LLC  
Serving Denver & Surrounding Areas  
[www.domdieselhauling.com](http://www.domdieselhauling.com)

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This Customer Service Agreement ("Agreement") is entered into between Dom Diesel Hauling LLC ("Company") and the customer ("Customer") requesting services from the Company.

By approving an estimate, scheduling service, submitting payment, signing electronically, or allowing work to begin, Customer agrees to the following terms and conditions.

## 1. SERVICES PROVIDED

Dom Diesel Hauling LLC provides hauling, junk removal, debris removal, aggregate/material delivery, light labor, disposal coordination, and related services.

Services are based on the information provided by Customer at the time of estimate and scheduling. All estimates are subject to adjustment if actual conditions differ from what was represented.

## 2. NO REGULATED HOUSEHOLD MOVING SERVICES

Dom Diesel Hauling LLC does not provide regulated household moving services unless expressly agreed in writing. Services are limited to hauling, junk removal, debris removal, material delivery, disposal coordination, and related labor.

## 3. ESTIMATES, PRICING & SCOPE CHANGES

All pricing provided by the Company is an estimate unless otherwise stated in writing.

Final pricing may increase due to additional volume or weight, labor requirements, difficult access conditions, stairs, long carry distances, excessive loading time, overloaded materials, additional dump fees, hazardous materials, inaccurate descriptions provided by Customer, or any change in job scope.

If the actual job differs from the information provided by Customer, including additional volume, weight, labor, access difficulty, stairs, long carry distance, prohibited materials, extra dump fees, or unsafe conditions, Dom Diesel Hauling LLC may revise the price before work continues.

## 4. PAYMENT TERMS & PAYMENT AUTHORIZATION

Payment is due immediately upon completion of services unless otherwise agreed in writing.

Accepted payment methods may include credit/debit card, ACH transfer, cash, digital payment platforms, or invoicing through Jobber or other approved systems.

Customer authorizes Dom Diesel Hauling LLC to charge the approved payment method for the final approved amount upon completion of service, including approved changes, disposal fees, additional labor, cancellation fees, or other agreed charges.

Unpaid balances may be subject to late fees, collection activity, and legal recovery costs.

## **5. ACCESS & SITE CONDITIONS**

Customer is responsible for ensuring safe and legal access to the property, adequate space for vehicles and trailers, secure pets and animals, and accurate identification of items to be removed or delivered.

The Company is not responsible for delays or damages caused by unsafe access conditions, hidden obstacles, soft ground, weather conditions, blocked access points, or undisclosed underground utilities.

## **6. MATERIAL DELIVERY, DRIVEWAY & SURFACE RISK**

Customer is responsible for selecting a safe dump/drop location. Customer acknowledges that heavy vehicles, trailers, and dumped materials may cause cracking, rutting, staining, scraping, tire marks, or surface damage, especially on weak concrete, asphalt, pavers, lawns, soft ground, slopes, or narrow access areas.

Customer is responsible for confirming that the requested drop location is suitable for the material, vehicle access, overhead clearance, slope, ground conditions, and any applicable property or neighborhood restrictions.

## **7. PROPERTY DAMAGE LIMITATIONS**

Customer understands that hauling and delivery services may involve heavy vehicles, trailers, equipment, labor, and materials.

The Company shall not be responsible for minor surface cracking, tire marks, rutting, damage caused by unstable ground conditions, existing weak concrete or asphalt, concealed utilities, inadequate tree clearance, or conditions not disclosed before work begins.

## **8. PROHIBITED MATERIALS**

The Company does not knowingly transport or dispose of hazardous, illegal, or prohibited materials including chemicals, paint, asbestos, fuel, oil, propane tanks, explosives, biohazard waste, batteries, radioactive materials, or any materials prohibited by law or disposal-facility rules.

If prohibited materials are discovered, service may be refused and additional fees may apply.

## **9. LOAD LIMITATIONS & SAFETY**

The Company reserves the right to refuse unsafe loads, overweight loads, dangerous working conditions, improperly prepared materials, or abusive behavior.

## **10. SCHEDULING & CANCELLATIONS**

Arrival times are estimated and may vary due to traffic, weather, prior job delays, dump site conditions, mechanical issues, subcontractor availability, or other conditions outside the Company's control.

Same-day cancellations may be subject to cancellation fees.

## **11. USE OF INDEPENDENT SUBCONTRACTORS**

Customer acknowledges that Dom Diesel Hauling LLC may assign, dispatch, or coordinate independent subcontractors to perform hauling, delivery, disposal, or related services.

Subcontractors are independently operated businesses and may provide their own vehicles, trailers, labor, tools, equipment, insurance, permits, and licenses. Dom Diesel Hauling LLC remains responsible for customer scheduling, quoting, billing, customer communication, and service coordination.

## **12. LICENSED HAULER / PHYSICAL HAULER OF RECORD**

For regulated waste-hauling, junk removal, construction debris, demolition debris, bulky-item removal, landfill, transfer station, or disposal-related services, the physical hauler performing the work may be the licensed hauler of record where required by local law.

Customer understands that required licenses, permits, vehicle markings, disposal receipts, scale tickets, and related compliance documents may be maintained by the physical hauler performing the work.

## **13. CUSTOMER COMMUNICATION & CHANGE APPROVAL**

Customer agrees that pricing, scheduling, billing, change orders, complaints, and future booking requests should be handled directly through Dom Diesel Hauling LLC unless the Company authorizes otherwise.

Any on-site change that affects price, scope, disposal method, labor, timing, or safety must be approved by Dom Diesel Hauling LLC before additional work continues.

## **14. LIMITATION OF LIABILITY**

To the fullest extent permitted by law, the Company's total liability for any claim related to services provided shall not exceed the total amount paid by Customer for the specific service giving rise to the claim.

## **15. PHOTO & MARKETING CONSENT**

Customer grants the Company permission to photograph work areas, materials, vehicles, and completed projects for operational documentation and marketing purposes unless otherwise requested in writing before service.

## **16. CUSTOMER REPRESENTATIONS**

Customer represents that they own or are authorized to dispose of all materials involved, all information provided is accurate, and no prohibited materials are included.

## **17. GOVERNING LAW**

This Agreement shall be governed by the laws of the State of Colorado.

## **18. ACCEPTANCE OF TERMS**

By scheduling service, approving an estimate, submitting payment, signing electronically, or allowing work to commence, Customer acknowledges they have read, understood, and agreed to these terms.

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## ACKNOWLEDGMENT & ACCEPTANCE

By signing below, Customer acknowledges they have read, understood, and agreed to the terms and conditions of this Customer Service Agreement.

### CUSTOMER

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

### DOM DIESEL HAULING LLC

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_