

Canine Concierges

we make pet waste dis-a-poo!

Providing Pet Waste Removal Services for Eastern Jackson County.
816-690-6778

Billing

- ✧ Invoices will be sent by USPS on the 15th of every month. Payment is due on the 1st of the month.
- ✧ Payments are accepted by check or money order via USPS or online at our website at www.canineconcierges.com.
- ✧ Payments received postmarked after the 1st will have a \$5.00 late fee charged to their account.
- ✧ Returned checks will incur a \$20 fee.
- ✧ Late payments, no payments, or returned checks may result in suspending services until account is made current.

Services

- ✧ We will clean all pet waste from your yard.
- ✧ All waste collected is removed from your property.
- ✧ If we notice any oddities in your pet's waste – we will do our best to let you know. (Such as unusual items noted or possible signs of worms)
- ✧ We will ensure your gates are closed and secure upon entering and exiting your yard.
- ✧ If you have your gates locked, we will need to be provided with a key or combination in order to access your yard. We can not climb your fence in order to gain access.
- ✧ If your pet is in the yard as we are cleaning and shows aggressiveness towards us, we will not be able to clean your yard on that day.
- ✧ Some conditions may prevent us from doing a thorough job – such as tall grass, rocky terrain, excessive leaves or debris.
- ✧ If we re unable to access your yard due to circumstances beyond our control such as an aggressive dog or locked gate – we will return on your next regular service day. A credit will not be applied to your account for these circumstances, but will advise you of our attempt and reason for no service.



Weather Policy

- ✧ If severe or extreme weather prevents us from safely scooping your yard, we will notify you and return on your next regular service day, or we may reschedule at our discretion.
- ✧ Severe or extreme weather includes:
 - Ice
 - Significant snowfall
 - Heavy rain
 - Lightening
 - Extremely low temperatures
 - Tornado watches/warnings
- ✧ Accounts will not be credited due to weather, as additional time will be spent for the accumulated waste on the next visit.

Discounts

- ✧ We would like to thank our customers that refer new customers to Canine Concierges. We will issue a \$10 appreciation credit for each paid customer referral.

Our Promise

- ✧ We will treat our customers and their pets with professionalism and compassion. If for some reason we do not meet your expectations, please talk to us, we want our customers to be happy customers.

I have read and understand the policies of Canine Concierges. This is not a contract for services but acknowledgement of their policies.

Customer Signature

Date

