

Terms & Conditions

Gone With the Poop LLC

Effective Date: 04/18/2025

Welcome to Gone With the Poop LLC! By scheduling and using our pet waste removal services, you agree to the following Terms & Conditions. Please read them carefully.

1. Services Provided

Gone With the Poop LLC offers pet waste removal services on residential and commercial properties from Castle Rock to Pueblo. Services may be scheduled on a weekly, bi-weekly, twice-a-week, monthly, or one-time basis.

2. Payment Policy

- Payment is due on the day of service.
- We accept cash, credit/debit cards, and electronic payments (Cash App, & Apple Pay).
- Missed or declined payments will result in a temporary suspension of service until the balance is paid in full.
- Accounts unpaid after 3 days are subject to a late fee of \$25.

3. Weather Policy

- We work in most weather conditions, including rain and snow.
- If extreme weather (e.g., blizzards, lightning, or severe storms) creates unsafe or inaccessible conditions, service may be postponed.
- If service is delayed due to weather, it will be rescheduled as soon as possible.
- In the case of heavy snow or ice accumulation, we are not responsible for waste that is hidden and becomes visible after thawing.

4. Yard & Property Access

- Client is responsible for ensuring access to the yard on the scheduled service day.
- Gates must be unlocked or combination codes provided in advance.
- If we are unable to access the yard due to locked gates, blocked entry, or other obstacles, the visit will still be charged in full.

- If service is missed due to no access for two consecutive weeks, service may be paused until resolved.

5. Dogs & Safety

- All dogs must be secured indoors or away from the yard during scheduled visits.
- For the safety of our technicians, we do not enter yards with loose or aggressive dogs.
- If a dog is left out and prevents us from entering, the visit will be considered a no-access and charged in full.
- Repeated incidents may result in suspension or termination of service.
- We are not responsible for pets that escape during service if gates were not properly secured by the client prior to our arrival.

6. Property Conditions

- We strive to clean thoroughly, but certain yard conditions may limit the quality of service:
- Tall Grass: If grass is overgrown, it may be difficult or impossible to locate all waste. We recommend regular lawn maintenance for optimal results.
- Leaves & Debris: We do not sort through leaves, mulch piles, or thick ground cover. We only scoop what is visible and accessible.
- Rock Areas: In gravel or decorative rock zones, if waste is dried out and crumbling, we will remove what can reasonably be scooped. Powdered or fragmented waste cannot be fully removed.
- Snow & Ice: Waste that is frozen to the ground or buried under snow will be addressed as conditions allow.

7. Waste Removal Limitations

- Our team will make every effort to clean your yard thoroughly. However, high grass, leaves, snow, or other debris may prevent us from spotting all waste.
- Clients are encouraged to keep yards maintained for optimal service.

8. Holidays & Scheduling

- Services may be rescheduled during major holidays. Clients will be notified in advance.
- If your service falls on a holiday, we will attempt to reschedule within the same week.

9. Cancellations & Refunds

- Please provide at least 24 hours' notice for cancellations.
- Same-day cancellations may be charged at full price.
- We do not offer refunds for completed services.

10. Liability

- Gone With the Poop LLC is not responsible for damage to property caused by improperly maintained fences, gates, or landscaping.
- We are also not responsible for damage caused by waste not visible due to environmental conditions.

11. Agreement to Terms

By scheduling service with Gone With the Poop LLC, you acknowledge and agree to these Terms & Conditions. These may be updated periodically, and it is your responsibility to stay informed of any changes.

If you have any questions about these terms, please contact us at:

Phone: 719-822-6202

Email: gonewiththepoopllc@gmail.com

Website: www.gonewiththepoopllc.com