



# BARK & CLOVER LLC

## SERVICE AGREEMENT & POLICIES

*Pet Waste Removal • Bucket Service • Yard Deodorizing*

|                                            |                                     |
|--------------------------------------------|-------------------------------------|
| Client Name:                               | Service Address:                    |
| Phone:                                     | Email:                              |
| Preferred Start Date:                      | Assigned Regular Service Day:       |
| Number of Dogs:                            | Gate / Access Instructions:         |
| Service Frequency:                         | Monthly Recurring Service Price: \$ |
| Other Approved Charges / Add-ons (if any): | Billing Notes (if any):             |

**Selected Service(s):** ☐ Pet Waste Removal ☐ Bark & Clover Bucket Service ☐ Yard Deodorizing  
☐ Pet Waste Removal + Bucket Service ☐ Other: \_\_\_\_\_

### 1. Service

Bark & Clover LLC will provide the selected service(s) at the frequency and recurring price shown above. The requested start date is subject to availability. Regular service days are assigned according to Bark & Clover's route schedule for the client's area; clients do not select an appointment time. Bark & Clover will send a text notification when the service provider is on the way. Service details and approved add-ons may also be confirmed by text, email, invoice, or other written communication.

### 2. Yard Access & Pets

The client is responsible for providing safe, clear access to the service area on the scheduled day. Gates must be unlocked or access instructions provided. For everyone's safety, pets must be kept indoors or otherwise securely separated from the service area while Bark & Clover LLC is working unless other arrangements have been approved.

### 3. Yard Conditions

Bark & Clover LLC will make a reasonable effort to locate and remove visible pet waste. Tall grass, heavy leaves, snow, ice, standing water, debris, overgrown areas, or other obstructions may prevent complete cleanup. Hazardous or unsafe conditions may require service to be postponed or declined.

### 4. Weather, Route Changes & Missed Visits

Service may be delayed, rescheduled, or moved to another day because of severe weather, unsafe conditions, holidays, route changes, or circumstances beyond Bark & Clover LLC's control. If Bark & Clover LLC cannot access the property because of a locked gate, unsecured animal, blocked access, or another client-controlled condition, the scheduled visit may still be charged.

### 5. Bucket Service

Bark & Clover LLC buckets and lids remain the property of Bark & Clover LLC unless otherwise stated. Only securely bagged dog waste may be placed in the bucket. No household trash, loose waste, cat litter, liquids, chemicals, sharps, medical waste, or hazardous materials are permitted. The bucket must be reasonably accessible on the scheduled service day. Lost, stolen, or damaged equipment may be subject to a replacement charge.

### 6. Yard Deodorizing

Yard deodorizing is intended to help neutralize and reduce pet odors. Results vary based on yard conditions, weather, surface type, waste accumulation, and other factors. Bark & Clover LLC does not guarantee complete or permanent odor elimination. Yard deodorizing is not represented or provided as yard sanitizing or disinfection.

### 7. Equipment Sanitation

Bark & Clover LLC follows reasonable sanitation practices and disinfects applicable tools between properties to help reduce cross-contamination. This practice applies to Bark & Clover's service equipment and is not a representation that the client's



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yard is sanitized or disinfected. No outdoor service can guarantee that a property will be free of bacteria, parasites, viruses, or other pathogens.

### 8. Payment, Recurring Service & Cancellation

The recurring service price is the amount shown on this agreement or otherwise confirmed at signup. Payment is due according to the billing arrangement established at signup. Recurring service continues until canceled. The client should provide reasonable notice when pausing, changing, or canceling service. Approved add-ons, first cleanups, excess-time charges, replacement charges, or other non-recurring charges may be billed separately when applicable. Any outstanding balance remains due after cancellation.

### 9. Pricing or Service Changes

If the client's service needs materially change — including the number of dogs, service frequency, yard conditions, service area, or requested add-ons — the service price may be adjusted after notice to the client. Bark & Clover LLC may also revise recurring rates with advance notice. Continued service after the effective date of a notified rate change constitutes acceptance of the new rate, subject to applicable law.

### 10. Property & Existing Conditions

The client agrees to identify known hazards such as damaged gates, hidden sprinkler heads, exposed wires, holes, sharp objects, or other unusual conditions. Bark & Clover LLC is not responsible for pre-existing damage or conditions that are not reasonably visible during normal service.

### 11. Communication

The client authorizes Bark & Clover LLC to contact them by phone, text, or email regarding scheduling, route notifications, service updates, billing, and other matters related to their account.

### 12. Client Information & Authorization

The client confirms that the information provided to Bark & Clover LLC is accurate and agrees to notify Bark & Clover LLC of material changes affecting service, including changes to the number of dogs, access instructions, or known hazards. The client authorizes Bark & Clover LLC to enter the service area for scheduled services.

### 13. Agreement & Electronic Acceptance

By signing below or electronically selecting an acceptance checkbox and submitting the Bark & Clover signup form, the client acknowledges that they have had the opportunity to review these Service Agreement & Policies and agrees to be bound by them. Electronic acceptance is intended to have the same effect as a written acceptance.

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

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

Bark & Clover LLC Representative: \_\_\_\_\_

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