



Snowtime Removal, LLC

2932B Highway 153, Twisp, WA 98856

509-997-7203

www.snowtimeremoval.com

Customer Agreement for Winter Snow Plowing

1. This agreement is valid from October 1st, 2011 through April 30th, 2012. This contract for winter services will be billed on the 1st of every month for the length of the contract. Payments shall be due 15 days from the billing date. Payments may be made by check or cash. Either party may terminate the contract for any reason by providing 7 days advance written notice to the other party. Upon such termination, services shall still be provided until the end of the 7-day period.
2. A late payment fee shall be added to each bill if not paid within said 15 days. There will be an interest rate of 18 percent APR per month on any balances remaining due and payable to Snowtime for a period of thirty days from the date of the invoice. The Customer will be responsible for all costs of collection, including reasonable attorney fees, should Snowtime refer the Customer's account to a collection company or attorney for collection. There will be a \$45.00 returned check fee, for any checks returned unpaid for any reason.
3. In the Fall Snowtime will personally inspect and mark the customer's driveway. This service is to insure the safety of Snowtime's operators, equipment and the customer's home. In addition, the markers provide a guide of the clearing area for Snowtime's operators. The markers are made from rebar, which are driven into the ground, and then covered with a length of PVC pipe, tipped with florescent paint. Once the markers have been placed, it is imperative they **NOT** be moved and that no landscaping, rocks, etc. be placed inside of the marked area. During the snow season, it is also important to keep the marked area clear of debris such as fire wood, children's toys, etc. as these items are easily covered up by a snowfall and can become dangers to equipment, operators, homes and bystanders. In the Spring, Snowtime will return and remove the markers.
4. If the customer sells his/her home, please notify Snowtime immediately, in writing, so services may be discontinued. The customer will be responsible for any charges through the date of notification. Please provide Snowtime with updated billing information or changes of address in the notification.
5. Snowtime is not responsible for damages to landscaping, pavement, and grass on the Customer's property. The work herein may cause damage to the Customer's property. Snowtime will reasonably repair damage to the customer's property caused by Snowtime's gross negligence. Snowtime is not responsible for scratches, gouges, chain marks, etc. as a result from normal snow removal procedures. Snowtime is not responsible for damage to, or caused by; property left in, placed or constructed within the clearing area. Snowtime is also not responsible for damage to driveways caused by improper construction, sinking or poor compaction.
6. Snowtime will begin snow removal when snowfall reaches between 4"-6". Timing of removal will vary from day to day, event to event. During exceptional snowfall events, it is often possible that Snowtime will provide service more than once in a 24-hour period.

2011/2012 SNOW REMOVAL RATE SCHEDULE

All blower-cleared driveways will be billed on a per-visit rate. Rates are based on length of driveway and complexity of area to be cleared. Plowing will be billed on an hourly basis broken down into 15 minute increments. All accounts will prepay for their first snow removal. The prepayment includes driveway inspection and marking at no additional cost for those customers who sign up before October 1st. All customers who sign up after October 1st will incur an additional \$10 marking fee.

Blower Removal Rate #1 \$ 35.00 Rate is for driveways under 50 feet in length.

Blower Removal Rate #2 \$ 45.00

Blower Removal Rate #3 \$ 50.00

Blower Removal Rate #4 \$ 55.00

Blower Removal Rate #5 \$ 65.00

Blower Removal Rate #6 \$ 80.00

The above rates are Flat Fee, Per Visit.

Plowing Rate will be \$120 per hour broken down into 15 minute increments.

Note: All special "call outs" will be billed at driveways flat rate plus an add'l \$20, in lieu of shop-to-shop charge.