

Terms of Service

Please read the following Terms of Service carefully before you agree to dog waste removal services from Scoop Dog. By signing up for service, the customer agrees to these terms and conditions.

Dog Waste Removal:

Scoop Dog (“we”) is independently owned and operated. Scoop Dog offers both residential and commercial pet waste removal services, including one time cleans, weekly cleans and twice weekly cleans. All quotes are based off a 1/8 acre yard size, 1-3 dogs. Additional dogs and larger areas will incur additional charges. All pet waste will be double bagged and placed in the customers trash can or a designated area if the trash cans are not accessible.

Accessing Your Yard:

It is the customer’s responsibility to make sure Scoop Dog has access to the area that needs to be scooped. Although we love dogs, we ask that your dog not be in the yard during your scheduled service. During your onboarding process please make note of any details for how to access your yard and secure it again upon departure.

Aggressive Animals and Safety:

For the safety of our technicians, we ask that all dogs be secured inside while we are servicing the yard. Even the nicest dog can get spooked by a technician who is in their territory carrying a big bucket and rake. Scoop Dog will always send the homeowner a text before arrival. If Scoop Dog arrives to the property and cannot access the yard due to animals outside, or a faulty, broken or locked gate, the technician will try calling the homeowner to make contact. If they are unable to reach them, service will be postponed to the following week.

We have a zero tolerance for aggressive dogs. We rely on the homeowners to ensure a safe working space during our visit. Any violation will result in services being cancelled.

Yard Debris, Tall Grass, and Leaves:

It can be very difficult to find pet waste when a yard has tall grass or is full of leaves or debris. We will always do our best to fully clean your yard but in cases where the condition of the yard makes it impossible to locate ALL pet waste, there may be some pet waste that

is missed. We will notify the homeowner and will remove the waste on our next scheduled visit.

Weather:

In the case of inclement weather, Scoop Dog will make every effort to continue service on your scheduled day. In heavy rainstorms and thunderstorms, Scoop Dog will contact you to reschedule your service, usually for the following day. In the circumstance of a heavy snow storm, Scoop Dog will resume service when it is safe to do so and pet waste is accessible. Billing will not be affected by weather disturbances as the amount of pet waste being picked up will remain the same.

Billing:

All customers must have a credit card on file with Scoop Dog. Customers will be pre billed for each month's service, on the first of the month. If you sign up mid-month, that month will be pro-rated. If billing does not go through, service for that month will be suspended until a new form of payment has been processed. There are no contracts and either party may terminate service at any time. Service will conclude at the end of the month the customer was pre billed for.

Holidays/Vacations:

Scoop Dog does not provide services on the following holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, and Christmas. If your service falls on one of those days, we will reach out to reschedule for another available time that week. Scoop Dog reserves the right to take two weeks of vacation during the calendar year. During those breaks, Scoop Dog will scoop all accumulated pet waste after return. All breaks will be communicated in advance to customers and billing will not be affected.

Miscellaneous:

We offer a 100% satisfaction guarantee. If you are not 100% satisfied, we ask that you contact us directly at info@scoopdogva.com to immediately address your concern.

We may occasionally take pictures while on property to send to the homeowner and/or post on our social media pages. If you prefer we do not post pictures of your yard, please let us know.

Revisions to our Terms and Services maybe occur at any time. If a revision is made, current customers will be notified.

We assume no liability for damages to any property including yards, gates, and pets.

By initiating service, both parties agree to the above terms of service.