

Terms & Conditions

Last updated: January 31, 2026

Payment & Drive Fee Policy

No travel fee applies when one-way travel time is 15 minutes or less.

When one-way travel time exceeds 15 minutes, the travel fee is the higher of: (a) round-trip time × \$15/hour, or (b) one-way miles × \$1.50 per mile.

Payment is required before dispatch. Service will not begin and no travel will occur until payment has been received.

Service Standards

Snow placement: Snow will be moved onto the customer's yard or designated area. Snow is not pushed into public roadways.

Standard scheduling requires at least 3 business days notice. Requests inside this window are treated as urgent.

Urgency upcharge: A 10% convenience upcharge applies to all services requested to be completed within 3 business days of the request date.

Emergency service waiver: By requesting immediate emergency service (e.g., for safety or to avoid fines), you expressly waive your three-day right to cancel to allow for immediate performance of the work.

Access policy: If we arrive and are unable to access the property after reasonable attempts to contact you by text, phone, and email, and the one-way travel time exceeds 30 minutes, the service will be treated as completed and payment is non-refundable.

CUSTOMER'S RIGHT TO CANCEL

YOU MAY CANCEL THIS AGREEMENT BY MAILING A WRITTEN NOTICE TO CARTER MOYER SNOW REMOVAL, 401 GILLETTE ST, LA CROSSE, WI 54603 BEFORE MIDNIGHT OF THE THIRD BUSINESS DAY AFTER YOU SIGNED THIS AGREEMENT. IF YOU WISH, YOU MAY USE THIS PAGE AS THAT NOTICE BY WRITING "I HEREBY CANCEL" AND ADDING YOUR NAME AND ADDRESS. A DUPLICATE OF THIS PAGE IS PROVIDED BY THE SELLER FOR YOUR RECORDS.

Cancellation requests may also be sent by email or text as a written notice. The statutory notice above is provided verbatim and remains the controlling language. Email or text cancellations must be received before the scheduled service day. Email: cartermoyer75@gmail.com. Text: 920-904-2695.

Provider Right to Cancel

Carter Moyer Snow Removal reserves the right to cancel or decline any request at any time prior to performing the work. If the request is cancelled by the provider before work begins, you will receive a full refund.

Electronic Records & Signatures

By submitting a request and checking the agreement box, you consent to do business electronically and acknowledge that your electronic signature is legally binding.

Record Retention

Records related to your request and service may be retained for up to three years.

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