

Carter Moyer Snow Removal - Terms & Conditions

Payment & Drive Fee Policy:

- Under 30 minutes one-way: Full payment is required upfront. No drive fee if under 15 minutes.
- 30–59 minutes one-way: 50% of the drive fee is required upfront and is non-refundable if cancelled.
- 60+ minutes one-way: 50% of the total (snow removal + drive fee) is required upfront and is non-refundable if cancelled.

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

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 and may require an emergency waiver for immediate service.

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 service for an immediate emergency need (e.g., clearing property to prevent city fines or for safety/egress), you expressly waive your three-day right to cancel this transaction to allow for immediate performance of the work.

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 not be charged for the service.

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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