

# Terms & Conditions

## Carter Moyer Snow Removal

Last updated: January 31, 2026

### Property Access Consent

By purchasing this service, you explicitly grant Carter Moyer Snow Removal permission to enter your property at the address provided to perform snow removal services. You represent and warrant that you have full authority to grant such permission and that you will ensure reasonable access to the property is available at the scheduled service time.

If you are not the property owner, you confirm that you have obtained permission from the property owner to authorize snow removal services and property access.

### Liability Waiver & Insurance Disclosure

**Insurance Status:** Carter Moyer Snow Removal currently operates without commercial general liability insurance or professional liability coverage. By booking this service, you acknowledge this disclosure.

**Assumption of Risk:** Customer acknowledges and accepts that snow removal involves inherent risks including but not limited to: damage from hidden obstacles under snow cover, damage to landscaping or property features not visible due to snow accumulation, damage to underground utilities or irrigation systems, and property damage from snow placement.

**Limitation of Liability:** Provider's liability for any property damage is limited to the amount paid for the service. Provider is not liable for pre-existing damage, damage from hidden obstacles, or damage resulting from conditions beyond the provider's reasonable control.

**Customer Responsibilities:** Customer is responsible for marking or disclosing any hidden obstacles, decorations, irrigation systems, or sensitive areas before service. Failure to disclose such hazards releases Provider from liability for related damage.

### Indemnification

Customer agrees to indemnify, defend, and hold harmless Carter Moyer Snow Removal from any and all claims, damages, losses, liabilities, costs, and expenses (including reasonable attorneys' fees) arising from or related to: (a) injuries to persons or damage to property occurring on customer's premises during or as a result of the service, except where caused by Provider's gross negligence or willful misconduct; (b) any breach of customer's representations regarding authority to grant property access; (c) customer's failure to disclose known hazards or obstacles.

### 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.

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.

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.

## **Copyright**

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