



Organic Solutions! Inc.

Experience the "Natural Difference"

Landscape Maintenance • Lawn and Plant Fertilization

This policy must be signed and returned before services can be completed.

CANCELLATION POLICY

We understand that unanticipated events happen occasionally in everyone's life. In our desire to be effective and fair to all clients, Organic Solutions is committed to providing excellent customer service. Unfortunately, when one client cancels without giving enough notice, they prevent another client from receiving service. Please email our office 24 hours prior to notify us of any changes or cancellations. To cancel a Monday appointment, please email our office by 5pm on Friday afternoon. If proper notice is not given, you will still be charged for the service. If you give 24-hour notice and need to be rescheduled, we will do so at our earliest convenience.

NOTIFICATION POLICY

Organic Solutions is a small family-owned business with limited office personnel. If you would like to receive reminders regarding your scheduled appointments or information regarding other services we offer, please be sure we have your email address on file and that it is up to date. You can do so by emailing our office at organicsolutionsinc@outlook.com. We will no longer be asking our technicians/crews to use their personal devices to call or text when they are on their way. We will email reminders the day before services are scheduled to be completed.

SERVICE POLICY

Our mowing, landscape, sprinkler, and application crews follow a strict route schedule every weekday. We do our best to reschedule those services if they are missed for uncontrollable reasons such as the weather and COVID-19. However, we will not reschedule any skipped services for the following reasons: overwatered grass, locked gates, service on hold for a past due invoice, inaccessibility, or dog poop not cleaned up prior to service. You will still be charged if we cannot complete the service for one of those reasons.

SERVICES PLACED ON HOLD

Invoices are considered past due when they reach 30 days since service was completed. When that happens, we notify our clients via email to let them know services will be placed on hold until payment is received. Once an invoice reaches the 45-day mark, a late fee of \$20 or 20% of the amount due is added (whichever is greater). When an invoice becomes 60 days old, it will be sent to collections and services will be cancelled. We understand hardships happen and are willing to work with our clients regarding their account balances. If clients are unable to meet these due dates, it is their responsibility to contact our office to let us know of any delayed payments. If we receive communication in time, we can stop late fees and accounts being sent to collections.

Website: Idahoorganicsolutions.com

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