



## **Terms and Conditions**

### **Clean-Up**

Logs, brush, leaves, branches, twigs and other debris, tree work performed by ArtisTree LLC are removed from the site only if agreed upon as a part of the quote prior to beginning work. In the event the resident wishes to include removal of debris after contract has been agreed upon, a new contract will need to be signed including the removal of debris. Lawn care will also be discussed prior to final quote.

### **Concealed Contingencies**

ArtisTree LLC is not responsible for damages to items not seen or mentioned by the authorizing party and is not responsible for damages to any hidden/unknown systems unless the systems are amply and accurately mapped by the authorizing party and a copy is presented before the work is performed. Damages will be repaired on a time and material basis, if requested.

### **Insurance by Contactor**

ArtisTree LLC is insured for liability resulting from injury to person(s) or property and Worker's Compensation Insurance as required by law. Certificates of coverage are available upon request.

### **Free Estimate/Quote**

ArtisTree LLC provides free estimates for the initial exchange. We recommend that the customer prepare a list of items they would like quoted prior to the estimator's arrival. The customer should be present if there are specific directions that need to be relayed to the estimator.

### **Safety**

ArtisTree LLC will follow the latest version of the industry safety standards. The authorizing party agrees to not enter the work area during arboricultural operations unless authorized by the crew leader onsite.

### **Ownership**

The authorizing party permits that all trees listed are located on the customer's property and if not, that the authorizing party has received full permission from the owner to allow ArtisTree LLC to perform the specified work. Should any tree be mistakenly identified as to ownership, the customer agrees to reimburse ArtisTree LLC for any damages or costs incurred from the unwarranted work.

### **Media Release**

At times, ArtisTree LLC takes pictures and records video and/or sound during particular jobs to be used for promotional purposes. The authorizing party grants ArtisTree LLC, the right to use, publish, and reproduce pictures, video, and sound recordings in any and all media formats for any and all purposes. In addition, the authorizing party waives the right to receive any payment from ArtisTree LLC for use of this media.

### **Terms of Payment**

Unless otherwise stated here, the authorizing party agrees to pay the account in full within 30 days of work completion. Failure to remit full payment within the payment term may result in a finance charge of 5.00% per month. Cash and check preferred. Visa, MasterCard and Discover accepted with 3.00% finance charge. There will be a \$35.00 fee charged for all checks returned for non-sufficient funds

### **Completion of Contract**

ArtisTree LLC will do whatever it takes to meet the agreed upon quote and dates, but shall not be liable in damages or otherwise for delays due to inclement weather, labor or any other cause beyond its control; nor shall the customer be relieved of completion for delays. ArtisTree LLC reserves the right to withdraw a quote for work for any reason upon verbal and/or written notification to the authorized signer. In cases where ArtisTree LLC withdraws its quote before work begins, all deposits and payments will be refunded in full to the client. If the work had already begun, then we will determine individually if there will be a partial charge, this will depend mostly on the reasons we were forced to stop work. ArtisTree LLC holds the right to terminate work agreements, including but not limited to, hostile work environments, threats, discovery of utility line conflicts, etc.

### **Customer Care**

ArtisTree LLC is committed to providing the highest quality of service to our customers. We guarantee to deliver service precisely as described in our quotes and we strive to develop long standing working relationships with our clients.

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