



PURESCAPES SERVICE AGREEMENT TERMS AND POLICY

This agreement breaks down the ins and outs of the client and contractor expectations. Although this is written informally, it is still a legally binding agreement.

The Project and How it Works: Purescapes' goal is to impress and get you excited about your project. We aim for 100% client satisfaction, as we value your business.

We create a project quote. Once you receive your quote, we explain timeline, process breakdown and pricing. Our system allows for signing on-site digitally in real-time or online through a text or email prompt. We aim to be as paperless as possible. To approve your quote, you can sign off electronically on the digital quote sent or sign a hard copy. We require a 50% deposit to ensure commitment before we purchase the materials and book you in your project date. If you are concerned about timing and securing your spot a lesser deposit amount can be agreed to upon discussion. Note: if project has not started and or materials have not been purchased deposits can be returned.

Pricing: The world is in a weird place right now. Prices are up and down like a toilet seat. Logistics are a nightmare, supply and demand are off the charts, fuel is going crazy, insurance is up. If materials are scarce, they are more expensive. We do our best to price your project based on the info and pricing we are getting at that time. If something goes up or down in price, we will let you know immediately; your quote will be adjusted and sent to you for approval and signing. Please note, costs are subject to change before or during a project in accordance with the market. This will be reflected on your bill with a note.

Please account for a 10-20% change in your quote. But also know if prices of some things go down, we will pass those savings on to you. It goes both ways.

Payment: Demand is high, and scheduling is scarce. When you decide to move forwards, we ask for a 50% deposit on the job. This will lock you into our schedule, get your materials purchased, and we will prepare, schedule, and plan for your project. Once the project is under way, we ask for another 25% payment and the final payment on the last finishing steps of the job. Please be prompt with payments as this can affect job completion or attention. To put it bluntly if you don't pay on time we don't show up on time;)

Payment Options: cheque, e-transfer, Visa/MC (please note there is a 3% credit card processing fee)

Note: Late payment results in the job being placed on hold. The crew will not come to work until you are up to date on your billing. Late billing is also subject to a transportation fee if we must remove equipment from the job site. Also, there is a 10% interest charge monthly on late payments. Finally, if you fail to pay your bill, you are subject to collections and legal proceedings if necessary.

Variables: We work efficiently and as quickly (while not compromising quality) as we can to finish your job promptly, but there are variable factors that may slow the timeline of the project

Rain: Rain is not our friend. It limits our ability to dig, move machinery, receive deliveries etc. We will work on jobs through the "shower", but if there is a risk of machines getting stuck, injury, wrecking turf and damaging property, then we will take rain days for as long as we need to ensure the property is safe and suitable to work on. Conclusion: if it's bad weather, please don't be chapped we are not there working. We'll be back at the site as soon as possible.

Materials: In this current climate, materials are scarce. When you decide to move forwards with the contract we will acquire as many, or all of the materials needed for your job. They will be purchased and stored at our lot; with your name on them, ready to go. Sometimes there is a delay on materials, which could cause a delay in the project, but we do our best to make sure we have everything we need beforehand. We will communicate everything to you as it happens. If you change your plan during the job, this can create a delay, but we will let you know.

Please note, natural stone products vary in characteristics, texture and colour from piece to piece. Fading due to sun exposure and other environmental factors may occur.

Modifications: If there are modifications to the job, this can cause a delay, add time to the completion schedule. If this happens, we will need you to sign off on an adjustment and modify price accordingly. The customer who signs this agreement will be the only one who can make adjustments to it and approve changes.

Your observations: We welcome feedback; positive or negative. We're adults, and you won't hurt our feelings or frustrate us by your comments, asking questions or making suggestions. Constructive criticism is the key to learning how to be better; do better. You are the customer. This is your home or business, and we want you to be happy and satisfied with the project from start to finish. Please speak up if you see anything of concern.

Liability: By signing this agreement, you waive the right to sue. Based on the above literature, we make it clear for you to comment on issues you have with the job throughout the process. If something breaks or comes loose and needs a tune-up, we will come back and fix it no problem. If you trip, fall, scrape your knee on a rock, or fall off a wall etc, you can't come back and sue us. We dislike having this section in our contract, but it's a litigious world out there, and we must protect ourselves and our business.

Property damage: Accidents happen. When it comes to the grounds we are working on, there will be damage when doing a job, but we make it nice for you when we leave. If you want above and beyond the job quoted, please let us know; sooner the better. If we hit your car or home with a machine (touch wood), we will address the issue and get it fixed. We will place protective tarps on items, ask you to move outdoor furniture, park your car on the street, close the windows for dust, keep away from the job site etc. If this is an inconvenience, please let us know, so we can find a solution that works for everyone.

Communication: You may deal with various people on our team during this process. Billing, Customer Service, Job Lead, Sales and Operations. We communicate with each other often, and while working on your project, we will all be hyper-focused on it. Before we start any project, we meet in our board room and have a detailed session, so everyone on our team is familiar with the plan.

Safety first: We will let you know the "do's and don'ts" of safety on the job. Our team go through training to keep themselves, their co-workers, and the customer safe. Please agree to follow our direction and space management, site access, and instructions for safety. If we request you don't enter the job site while it is under construction or operation is underway, you must follow these guidelines. If you're in the hospital, you can't enjoy your lovely new landscape, so please take this point seriously.

Pics and Vid: We are proud of our work and like to show it off. We hope to have the ability to use photo content for our web and social media. Unless approved by you, we never let anyone know where it is or have personal items or people in the shot but please click the box if it's ok to do this. If your finished project is "out of this world" and we think it's worthy of sharing with Our Homes or another mag, and you are interested in maybe being considered for a write-up, click this box, and we will let them know.

Guarantee: We guarantee our work. This does not include weather, acts of god, wear and tear etc. We guarantee faulty installation or material.

We do take pics and vid throughout the job journey for company in-house reference and records. This records the process and updates the team at head office on progress. This content goes into your job profile on our software and stays there. It is not shared.

We look forward to your recommendations and referrals and strive for future business – so we aim for 100% customer satisfaction. A referral can award you a hefty discount on our next job with you or the person you are referring us to.

Now sign away, give yourself a high five, and let's roll this awesome job out!

PRINT NAME

SIGNATURE