

Terms and Conditions for Fresh Paws Pickup

Effective Date: upon purchasing a plan or booking

Welcome to Fresh Paws Pickup! These Terms and Conditions ("Terms") govern your use of our pet waste management services, including our website, app, and any related services provided by Fresh Paws Pickup ("Company," "we," "our," or "us"). You agree to comply with and be bound by these Terms by using our services. Please read them carefully.

1. Services Provided

Fresh Paws Pickup offers pet waste management services for residential and commercial customers. These services include the removal and disposal of pet waste from yards, properties, or other designated areas, as scheduled through our website or mobile app. We reserve the right to modify, suspend, or discontinue services at any time without notice.

2. Booking and Scheduling

You can schedule our services through our website or app. By purchasing a plan, you agree to the terms outlined in your service order, including the designated time and location for service. You are responsible for ensuring access to the property for our service providers.

3. Payment Terms

All payments for services must be made in advance through our website or app. We accept various payment methods, as specified during the booking process. By providing payment details, you represent and warrant that you are authorized to use the chosen payment method.

Payment Frequency: Payments may be one-time or recurring, depending on the service plan selected. Subscription-based services will automatically renew unless canceled.

4. Cancellations and Rescheduling

Cancellations: You may cancel or reschedule a service at no charge if done at least 24 hours before the scheduled appointment.

5. Service Limitations

Property Access: You are responsible for providing our staff with access to the area where the pet waste removal will occur. This includes ensuring gates are unlocked or that any other necessary arrangements for entry are made.

Pet Waste Location: Our service providers are trained to pick up waste from typical outdoor areas (such as lawns or yards). Any unique circumstances or requests should be communicated at the time of booking.

Service Exclusions: We do not clean areas such as indoors, or specific locations requiring specialized equipment unless otherwise agreed upon.

6. Customer Responsibilities

You agree to:

Ensure your pets are securely confined during service visits to prevent injury to our staff or pets. Inform us of any specific health, safety, or property considerations we should be aware of when performing our services.

7. Limitation of Liability

To the fullest extent permitted by law, Fresh Paws Pickup is not liable for any direct, indirect, incidental, special, or consequential damages arising out of or related to our services. Our liability for any claim related to the services provided is limited to the amount paid by you for the specific service giving rise to the claim.

8. Privacy and Data Collection

We value your privacy and protect your personal data in accordance with our Privacy Policy. By using our services, you consent to the collection, use, and disclosure of your information as described in our Privacy Policy.

9. Termination

We reserve the right to terminate or suspend your access to our services at any time and for any reason we deem necessary, including violations of these Terms. You may cancel your account by following the cancellation process outlined in the app or website.

10. Amendments to Terms

Fresh Paws Pickup may update or modify these Terms from time to time. Any changes will be posted on our website and emailed to current customers. Your continued use of our services after any changes constitutes your acceptance of the updated Terms.

11. Contact Us

If you have any questions or concerns about these Terms or our services, please contact us at:

**Fresh Paws Pickup
info@freshpawspickup.com**

By using Fresh Paws Pickup's services, you acknowledge and agree to these Terms and Conditions.