

Turdle Pet Waste Solutions – Terms of Service

Effective Date: July 31, 2025

These Terms of Service (“Terms”) govern the relationship between Turdle Pet Waste Solutions (“Turdle,” “we,” “us,” or “our”) and the Client (“you,” “your”). By subscribing to or purchasing services from Turdle, you agree to the following terms.

1. Services Provided

- We offer pet waste removal (“scooping”) in Palm Beach, West Palm Beach, and surrounding areas.
- Service options include one-time cleanings, weekly, monthly, or 2–5 visits per week.
- Optional add-ons include yard deodorizing and sanitizing.

2. Client Responsibilities

- Access: Client must ensure safe, reasonable access to the yard during scheduled service times. Locked gates, uncontained aggressive dogs, or other access issues will result in a skipped visit that is still billed.
- Yard Conditions: If grass is 5 inches or higher, if more than 50% of the yard is flooded/underwater, or if hazards prevent safe service, the visit will be skipped and billed.
- Dogs Present: Dogs should not be in the yard during service, particularly while deodorizer or sanitizer is being applied. While our products are pet- and child-safe once dry, we are not liable if pets ingest treated grass or interfere with the application.

3. Scheduling & Skipped Visits

- Services are billed per visit unless the Client elects prepaid monthly billing through the client portal.
- If a visit is skipped due to access or yard conditions, it will still be billed. The next visit, additional waste from the skipped service will also be removed.
- Turdle is not liable for waste missed due to tall grass, heavy leaves, flooding, or if a dog uses the yard after the service is complete.

4. Billing & Payments

- Payment is due at the time of service unless prepaid monthly billing is selected.
- Monthly billing must be prepaid for the upcoming service month.
- If payment fails, service will be automatically suspended until resolved.

- All payments are processed electronically through our booking system.
- Monthly subscriptions are based on a 4-week service cycle (not calendar months), which includes 28 days of service.

5. Cancellations & Credits

- Clients may pause or cancel services at any time via the client portal with no additional fee.
- If a client cancels before completing all prepaid visits, any unused visits will be recorded as credit in the dollar amount unused.
- Unused monthly prepaid visits will be recorded as a credit. Credits may be:
 - Transferred to another service address (within our service area, with office approval).
 - Applied to services or products offered by Turdle.
- **All credit must be used within 30 days** of cancellation or pause unless applied toward a future start-up cleaning.
- **Future Start-Up Cleaning Exception:** Unused credits may be applied indefinitely toward their start-up cleaning fee if the client restarts service at a later date past the 30-day credit window. This option ensures seasonal or vacationing clients retain the value of their prepaid services.

6. Service Guarantee

- Turdle offers the “Turdle Touch Guarantee.” If any pet waste is missed on the day of service, we will return to complete the job at no extra charge.
- While we strive for thorough service, 100% removal cannot be guaranteed under conditions including tall grass, heavy leaf coverage, flooding/high water, or dogs using the yard during or immediately after service.

7. Liability Disclaimer

- Turdle is not liable for damage caused by pre-existing property conditions, hidden hazards, weather, or third parties.
- Turdle currently operates without liability insurance. By agreeing to service, Client releases Turdle from liability for incidental or indirect damages, except in cases of gross negligence.
- Liability for any claim shall not exceed the amount paid for the service in question.

8. Dispute Resolution

- We aim to resolve all issues directly and encourage Clients to first contact our office for resolution.
- If a dispute cannot be resolved informally, these Terms shall be governed by the laws of Florida.

9. Privacy & Communication

- Client information is collected for scheduling, billing, service updates, and occasional marketing by Turdle only.
- We will never sell or share your personal information outside of our company.
- By signing up, you consent to receive texts, emails, and calls regarding your services.

10. Termination

- Either party may terminate services at any time.
- Refunds are limited to unused prepaid credits in accordance with Section 5.

By subscribing to Turdle services, you acknowledge you have read, understood, and agree to these Terms of Service.