**Scooper Heroes - Terms of Service**

Welcome to Scooper Heroes (“Company,” “we,” “our,” “us”). By accessing or using our services, you agree to comply with and be bound by the following terms and conditions ("Terms"). Please read these Terms carefully before using our website or services. If you do not agree to these Terms, please do not use our services.

**1. Services Provided**

Scooper Heroes offers pet waste removal services for residential and commercial properties. Our services are intended to maintain a clean and safe outdoor environment by removing pet waste from designated areas. We offer the following services:

* Regularly scheduled scooping (weekly, bi-weekly, etc.)
* One-time cleaning services
* Yard deodorizing
* Other custom waste management services as requested

**2. Client Responsibilities**

As a client, you agree to the following:

* **Access to Property:** You must ensure Scooper Heroes has clear access to the areas where services are to be performed at the agreed-upon time. Please secure pets and remove any obstacles from the yard.
* **Pet Safety:** We care about your pets' safety. You are responsible for ensuring that pets are secured during service visits.
* **Service Area Preparation:** Our technicians will not be responsible for moving large objects, trimming overgrown grass, or clearing excessive debris that impedes access to waste.

**3. Service Limitations**

* We are not responsible for the health or behavior of pets. It is the owner's responsibility to keep pets up to date with vaccinations and ensure the yard is free from hazardous conditions (e.g., aggressive animals, sharp objects, etc.).
* We do not offer services for cleanup of hazardous waste (e.g., human waste or dangerous substances) or excessive accumulation of waste due to neglect.

**4. Scheduling and Cancellations**

* **Regular Services:** We offer flexible scheduling, including weekly, bi-weekly, or monthly options. Clients may change their service schedule with at least 24 hours' notice.
* **Cancellations:** If you need to cancel or reschedule a service, you must notify us at least 24 hours in advance. Failure to do so may result in a cancellation fee.
* **Weather Delays:** In the event of extreme weather conditions (e.g., heavy rain, snow, or lightning), service may be postponed for safety reasons. We will notify clients as soon as possible to reschedule.

**5. Payments and Billing**

* **Payment Methods:** We accept payments via credit/debit card, or other agreed-upon methods.
* **Billing:** Payment is due after services are rendered unless a pre-payment option is selected.
* **Late Payments:** Late payments may result in suspension of services until payment is made in full.

**6. Satisfaction Guarantee**

Our goal is to provide top-quality service to all of our clients. If you are not satisfied with the service provided, please contact us within 24 hours, and we will make reasonable efforts to correct any issues at no additional charge.

**7. Privacy Policy**

We respect your privacy and are committed to protecting any personal information you provide to us. Please refer to our Privacy Policy for detailed information on how we collect, use, and protect your data.

**8. Liability**

While we take every precaution to ensure the safety of your property, pets, and our technicians, Scooper Heroes is not responsible for:

* Damage caused by pets, weather conditions, or objects left in the yard.
* Injury to pets or individuals due to unsecured animals, hazardous conditions, or any negligence on the part of the property owner.
* Injuries to our technicians resulting from unsafe yard conditions (e.g., aggressive pets, broken fences, etc.).

**9. Modifications to Terms**

We reserve the right to modify or update these Terms at any time. Any changes will be posted on our website, and your continued use of our services constitutes your acceptance of the new Terms.

**10. Termination of Service**

Either party may terminate this agreement at any time, with or without cause. In the event of termination, payment for services rendered prior to termination will still be required.

**11. Contact Information**

If you have any questions or concerns regarding these Terms, please contact us:

**Scooper Heroes**
Website: [scooperheroes.org](http://scooperheroes.org)
Phone: 803-221-0588
Email: admin@scooperheroes.org