



Until Then, Call...

**DFW SCOOPERS**

Professional Animal Waste Solutions  
817-354-PAWS

P O Box 551  
Bedford, TX 76095

[info@dfwscoopers.com](mailto:info@dfwscoopers.com)  
[www.dfwscoopers.com](http://www.dfwscoopers.com)

## **Policies & Procedures**

### **What We Will Do:**

- DFW Scoopers will thoroughly clean your yard free of pet waste, double bag and haul away.
- DFW Scoopers will disinfect tools and shoes after each cleanup.
- DFW Scoopers will make sure your gate is secure.\*
- DFW Scoopers will make every effort, to the best of our knowledge, to inform you of any concerns regarding your pets stool.
- DFW Scoopers will treat all pets and owners with kindness, respect and professionalism.

### **What We Cannot Do:**

- DFW Scoopers cannot jump over a fence due to gate being locked.
- DFW Scoopers cannot pick up common trash.
- DFW Scoopers cannot enter your yard if your pet is out and may be aggressive.
- DFW Scoopers cannot service your yard thoroughly with heavy leaves, high grass, rocky areas or debris. We will do the best we can under these circumstances.

### **Billing Procedures:**

Invoices are delivered by U.S. Mail and e-mail (if you choose).

All invoices are delivered on or about the 15th, with a due date of the 1st.

A late charge of \$10 will be added on all invoices received after the 5th.

There is a \$30 fee on all returned checks due to insufficient funds.

If payment is not received by the 5th, service may be suspended until payment is received. Thank you for understanding.

You may pay your invoice by check, cash or credit card. The option to sign up for monthly auto debit is available on our website [www.dfwscoopers.com](http://www.dfwscoopers.com).

DFW Scoopers does not require a contract. You may stop and continue service as the need arises. If you suspend service, please note that if your pet is still continuing to use the yard, there may be an additional charge on your next visit

due to the additional accumulation of waste. DFW Scoopers requires a 30 day notice of cancellation. If service is cancelled mid-month, no refund will be given.

**\*Unrestricted Access to Service Area:**

DFW Scoopers must have unrestricted access to the area to be serviced. If you have a lock on your gate, you must provide us with a key or lock combination to service your yard in a timely manner. There must be a properly functioning latch on your gate that is accessible from inside and outside. DFW Scoopers cannot service your yard if your gate is somehow “rigged” in a manner that does not guarantee secure closer.

**Attempted Non-Service Visit:**

If your scooper attempted to service your yard but was unable due to locked gate, aggressive dog in yard or any reason beyond our control, we will return on your next scheduled service day. A note will be placed on your front door explaining the reason for the non-serviceable visit. Credits cannot be applied due to situations beyond our control.

**Inclement Weather Policy:**

If DFW Scoopers is unable to service your yard due to heavy rain or lightning, ice or snow or any other severe weather, we will return on the next scheduled service day. Your monthly rate will remain the same due to double the amount of waste on the next scheduled visit.

**Holidays:**

DFW Scoopers observes the following holidays: New Year’s Day, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving Day, Friday after Thanksgiving, Christmas Eve and Christmas Day. If your service day falls on one of these observed holidays, DFW Scoopers will make every attempt to adjust the schedule to service your yard on a day before or after the holiday. If that is not possible your yard will be serviced on your next service day. However, credits cannot be applied due to non-service on a holiday.

**Discounts:**

DFW Scoopers believes in rewarding our customers who refer our company. You will receive a \$25 bill credit with each paid referral you send to DFW Scoopers.

DFW Scoopers would like to thank you for allowing us to take care of the “dirty work” of pet ownership. If you ever have any questions or concerns, please feel free to call us Monday thru Friday 8am – 8pm or Saturdays 8am – 5pm.

This is not a contract for service. It is an agreement that the customer has read and understands DFW Scoopers’ terms and polices as set forth on this form.