



293-2399

P.O. BOX 77842
TUCSON, AZ. 85703

WWW.LORENSPOOPERSCOOPER.COM

GENERAL INFORMATION ABOUT OUR CUSTOMER SERVICE POLICIES

How often does our company come out?

Most of our customers prefer service once a week. We also provide other service schedules. If you would like to know more about our service, please call us.

What happens when it rains?

We'll work in most weather. Our company will usually work in the rain. A very heavy rain (monsoon) may stop us, though. We will be able to make up the work the next day, or later that week.

What about holidays?

We do not work the following days:

- | | |
|---------------------|---------------------|
| 1) New Years Day | 4) Labor Day |
| 2) Memorial Day | 5) Thanksgiving Day |
| 3) Independence Day | 6) Christmas Day |

When a holiday falls on a regular service day, we will provide service one day before or after. Service will return to normal as soon as possible.

Should I unlock my gate?

Yes, since employees are not to climb or jump over fences, please have your gate unlocked on your service day. If you like, we will loan you a combination lock at no cost to you.

Can we work with your dog in the yard?

In most cases, yes. We get along well with dogs; however, there are some cases when a dog will not let us into the yard, If you know that your dog is not good with strangers, or it becomes apparent that your dog will not allow us to clean the yard, then we ask that you restrain or confine the dog. The use of a muzzle helps.

We don't want to take unnecessary risks with your dog or ourselves.

What if I want to skip a service day?

You will not be charged if you call the company office in time (24 hours.) for us to tell the service worker to skip your yard that day. If the dog will be gone from the yard for a couple of weeks, or for some other reason you want us to skip your yard for a day or more, we can hold service and you will not be charged for those days. There will also be no charge for service missed due to weather or some other event beyond your or our control.

HOWEVER, if your gate is locked or the dog will not allow us to clean the yard when we come to do the work, it may be necessary to charge for the service call that could not be completed. If, for instance, you get to work and remember that the gate is locked, call us early to tell us to skip that day so that you won't be charged.

Do you have Gift Certificates?

Yes. We have Gift certificates for all types of services 1 time service and for any time period or dollar amount requested. We also have a referral program, when you refer someone to LOREN'S POOPER-SCOOPER SERVICE and they sign up for service we will give you a \$10 gift certificate to use on any service.

How do I pay you?

We will send a statement at the 1st of the month. If you prefer another payment method, contact us. There is a \$5.00 late fee for accounts not paid by the 15th of the month following the service. There will also be a \$25.00 charge for a returned check.

Are there any contracts I have to sign?

No – we can start and stop your service over the phone. We do not require contracts, there is no minimum service period, and there is no advance notice required for canceling service. We do ask you to sign our “New Customer Information Form” for the purpose of entering your yard for services rendered.

Is it possible to get a short term or one time service?

Sure! One-time only or short-term service may be easily arranged.

Is there an extra charge for the first time?

With your approval, there maybe an extra charge for the first-time service if there has been a lot of accumulation of waste over time.

What does your company mean by “SATISFACTION GUARANTEED”?

We promise that you will get service you are happy! We know our business depends on doing excellent work, and it's the quality of our service on which we stake our success. We're working very hard to make our name mean “reliable, high-quality service”. We strive to provide perfect service, but if there is ever a time when our service is not completely satisfactory, please let us know right away. We will make it right either by coming back to re-clean the yard within 24 hours, or by crediting your account.

Can we get rid of odors?

Yes! We can ELIMINATE new and old impregnated pet and urine odors from cages, runs, tables, walls, floors and outdoor areas. We also can spray a germicide to kill many germs and viruses (Parvo).

Referrals and Gift Certificates

Be sure and refer all your friends and family, for every new referral customer you'll receive a \$10 gift certificate! Ask about our Gift Certificates! They are available in any increments and would make a great gift for the pet lover in your life.

LOREN'S POOPER-SCOOPER SERVICE USES STATE-OF-THE-ART HEALTH CARE SANITATION BY SPRAYING A ONE STEP GERMICIDAL DETERGENT AND DEODORANT ON ALL TOOLS.

And don't forget, everyone gets a free pickup the week of Dec. 25th.

Thank you for your business!

Licensed, Insured and References

(Please make checks payable to: LOREN'S POOPER-SCOOPER SERVICE)

LORENSPOOPERSCOOPER@JUNO.COM [HTTP://WWW.LORENSPOOPERSCOOPER.COM](http://WWW.LORENSPOOPERSCOOPER.COM)