



Synthetic Turf Refresh, LLC

Synthetic Turf Cleaning & Refresh Service Agreement

This Synthetic Turf Cleaning & Refresh Service Agreement (“Agreement”) explains the terms and conditions under which Synthetic Turf Refresh, LLC (“Synthetic Turf Refresh,” “we,” “us,” or “our”) provides synthetic turf cleaning, deodorizing, refreshing, and related maintenance services.

By requesting, scheduling, or accepting services from Synthetic Turf Refresh, LLC, the customer (“Customer,” “you,” or “your”) agrees to the terms below.

1. Description of Services

Synthetic Turf Refresh, LLC provides synthetic turf maintenance services, which may include:

- Synthetic turf cleaning
- Turf refreshing treatments
- Surface debris removal
- Pet waste and odor treatment
- Turf deodorizing
- Turf grooming and brushing
- General synthetic turf maintenance services
- Other agreed-upon turf care services

Specific services provided will depend on the condition of the turf, customer needs, and the agreed scope of work.

2. Service Evaluation

Synthetic turf conditions vary significantly based on:

- Turf age
- Installation quality

- Usage level
- Pet activity
- Drainage conditions
- Weather exposure
- Previous maintenance
- Type of turf materials

Before performing services, Synthetic Turf Refresh, LLC may evaluate the property and determine the appropriate cleaning approach.

Recommendations and estimates are based on visible conditions and information available at the time of evaluation.

3. Results Disclaimer

Synthetic Turf Refresh, LLC strives to improve the appearance, cleanliness, and freshness of synthetic turf.

However, results may vary.

We do not guarantee complete removal of:

- Permanent stains
- Deep-set odors
- Pet urine saturation below the turf membrane
- Mold, mildew, or biological growth
- Discoloration caused by aging or UV exposure
- Damage caused by improper installation
- Turf deterioration
- Drainage-related issues

Some conditions may require turf repair, replacement, additional treatment, or services outside our scope.

4. Pet Odor Treatment

Pet-related odors can originate from multiple sources, including turf fibers, infill materials, drainage systems, underlying surfaces, and surrounding areas.

Synthetic Turf Refresh, LLC will use reasonable methods intended to reduce odors.

However, odor elimination cannot be guaranteed when:

- Odors have penetrated beneath the turf membrane
- Drainage is inadequate
- Contamination exists below the surface
- Heavy or repeated pet use continues after treatment

Ongoing maintenance may be required to maintain results.

5. Customer Responsibilities

Customer agrees to:

- Provide accurate information about turf condition and history
- Identify areas requiring special attention
- Remove personal items, toys, furniture, pet items, and obstacles before service
- Provide reasonable access to the service area
- Secure pets during service
- Inform us of any known turf issues or concerns

Synthetic Turf Refresh, LLC is not responsible for delays caused by lack of access or unsafe conditions.

6. Property Conditions

Customer understands that synthetic turf systems may include:

- Infill materials
- Drainage layers
- Seams
- Edging
- Base materials

Synthetic Turf Refresh, LLC is not responsible for pre-existing:

- Installation defects
- Loose seams
- Damaged turf
- Drainage problems

- Poor base preparation
- Structural issues

Any concerns discovered during service will be communicated when reasonably possible.

7. Damage and Limitations

Synthetic Turf Refresh, LLC will perform services using reasonable care.

We are not responsible for damage caused by:

- Existing turf weakness
 - Improper installation
 - Hidden defects
 - Customer modifications
 - Unstable surfaces
 - Prior damage
 - Conditions outside our control
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8. Weather and Service Conditions

Services may be delayed, rescheduled, or modified due to:

- Rain
- Severe weather
- Unsafe conditions
- Property access issues
- Conditions affecting service quality

We will make reasonable efforts to communicate scheduling changes.

9. Pricing and Payment

Pricing will be provided based on the scope of services requested.

Customer agrees to pay the amount agreed upon before or during scheduling unless otherwise arranged.

Additional services requested beyond the original scope may require additional approval and charges.

10. Customer Satisfaction

Synthetic Turf Refresh, LLC values customer satisfaction.

If you have concerns about completed services, please contact us within a reasonable time so we may review the issue.

Customer concerns must be related to the agreed scope of work.

11. Photos and Documentation

Customer authorizes Synthetic Turf Refresh, LLC to take photographs or documentation of service areas for:

- Estimates
- Service records
- Quality assurance
- Business documentation

Photos will not intentionally include personal information or unrelated property areas.

12. Marketing Permission (Optional)

Customer may separately choose to allow Synthetic Turf Refresh, LLC to use before-and-after photos for marketing purposes.

Marketing use will not occur without permission when the photos identify a customer's property.

13. Cancellation and Rescheduling

Customers should provide reasonable notice for cancellations or rescheduling.

Repeated cancellations or missed appointments may affect future scheduling availability.

14. Limitation of Liability

To the fullest extent permitted by law, Synthetic Turf Refresh, LLC's liability shall be limited to the amount paid for the specific service giving rise to the claim.

Synthetic Turf Refresh, LLC is not responsible for indirect, incidental, or consequential damages.

15. Agreement Acceptance

By scheduling or accepting services from Synthetic Turf Refresh, LLC, Customer acknowledges that they have reviewed and agreed to these terms.

Contact Information

Synthetic Turf Refresh, LLC

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