

Autumn Acres Rules of Engagement:

Safety: Due to safety issues, Autumn Acres cannot do tree work on windy or rainy days or days with a significant chance of thunderstorms. Extremely high heat indices also make this work even more dangerous than normal, both personally and to equipment.

Property Damage: While we make every effort to protect your property, and are experienced at doing so, we cannot assume liability for damage that may result to items left in or under the tree-fall area. Limbs being cut are very heavy, and those being cut 30, 50, or 70 feet high hit the ground with extreme force, sometimes causing a dent in the earth of several inches. If you have any tiles or commercial ground cover under the tree-fall area that you are concerned about, you should either remove it before the day of cutting, or discuss it with us.

Also, if a tree is already dead or dying, we are not responsible for any property damage that might occur during our work. Sometimes a tree can look alive and normal when we estimate a job, but after making large cuts we find the inside is rotted. This can cause unexpected results that we have no control over, and we cannot be responsible for any resulting property damage.

Estimate includes work that happens off your property: As with any small company, there is a tremendous amount of maintenance work that is necessary for any job performed on your property; things such as cleaning and prepping of equipment needed for your project, disposing of waste from your site, etc. This part of a project often takes longer than the on-site work. Therefore if we bid the job at a certain number of hours, please understand those include all the hours required to complete the task, not just on-site hours.

Cleanup. Autumn-Acres is a tree service utilizing over \$70,000 worth of professional tree cutting equipment. We are not a lawn service. We will include in our estimate the cost of removing large branches and logs if requested, but we cannot pick up every twig and leaf on the scene. If you want the grounds cleaned up completely and put in pristine condition after our work is done, you must arrange with a lawn service to follow our tree removal services.

Right to withdraw: Autumn Acres reserves the right to withdraw from a project at any time that we deem that the difference between our goals and the customer's goals for the project cannot be resolved. In such event, client is legally responsible to pay for all work done to date, and will be reimbursed for any payment for work not yet performed.