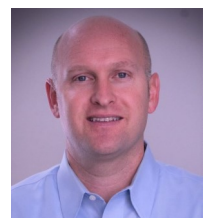




Steve VanNoord



Matt VanNoord

New Customer FAQ

Do I need to be home when you do an application?

No, you don't need to be home. With every application, we leave an invoice on your door with the details of the application and a posting sign at the entrance of your property. Our invoice will tell who did the application, the date, and time.

Will I see fertilizer on my driveway or sidewalks after an application?

After each application, we use a blower to remove the fertilizer from your driveway and sidewalks.

How long should I wait after an application to allow my pets or kids back on the lawn?

We ask that you wait 1 hour before allowing pets or kids back on the lawn.

How long should I wait after an application to mow my grass?

You may resume mowing at anytime. Your mower won't be able to move the products that we applied or affect our application.

How long will it take for my weeds to die?

Usually 2 applications. Weeds start to die with the first application, the 2nd application controls them completely.

Does your application need to be watered in?

No, you don't have to water in our application. Natural rainfall is enough to water in the product. But, watering in the product doesn't hurt, it will activate the application quicker.

Where can I learn information about the products applied to my lawn?

A risk benefit statement is on our website at:
www.weedandfeedlawn.com/risk-benefit-info/

I have a lake and river nearby, Will your application harm those bodies of water?

No, we use a phosphate-free fertilizer. Phosphates can cause excess algae growth in bodies of water.

Do you call before an application?

No, we don't call before an application. There are many factors that limit when we can do applications; rain, wind, employees and equipment. If one of these factors change, we cannot complete our work for the day. Knowing when your application will take place is difficult because of these factors.

What are the payment options available?

- 1) You can prepay for your services by check or credit card.
- 2) You can set up AutoPay where we automatically charge your credit or debit card after an application. We accept Visa and MasterCard
- 3) You can pay for services as they are performed. We will leave an invoice on the door, and pay that when you pay the rest of your bills. Payment is due in 30 days.

Can I pay my bill online?

Yes- we offer a free self-service website to pay online. Go to www.weedandfeedlawn.com and select the My Account button at the top of the page. From our self-service site, you can setup AutoPay with a credit card, make a payment, view scheduled services, view service and payment history, and reprint an invoice. Setting up an account is free, quick, and easy.

Can you email my invoices?

Yes, we can email your invoices. Just let us know that you would prefer to receive your invoices electronically instead of a paper copy left on your door.