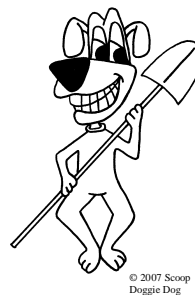


Scoop Doggie Dog Pet Waste Removal Service

PO Box 1534 Brush Prairie, WA 98606 www.ScoopDoggieDog.com
In Vancouver 750-9603 Info@ScoopDoggieDog.com In Portland 503-626-3499



Your 'Pooper Scooper'

JUNE 2007 UPDATE

OUR SERVICE TO YOU:

Why hire a professional pooper-scooper?

People hire Scoop Doggie Dog for three main reasons. They either don't have the time, ability or desire to do it themselves.

What does it cost to have my yard cleaned?

Scoop Doggie Dog charges by the number of dogs and frequency. **New WEEKLY clients receive one weekly cleaning FREE when two more weekly visits are paid.** For once-a-week service for one dog is \$8.00, two is \$10.50, three is \$12.25 and four is \$13.75. Other service schedules are available; if you would like to know more about service more or less often than once a week, please give us a call. Additional charges may apply for lot sizes above 1/2 acre.

Is there an extra charge for first time?

A "Catch-Up" cleaning may be necessary if there is more than one dog-month of accumulation on the lawn. The standard "Catch-Up" cleaning is \$40.00 but is subject to the condition of the yard. Free introductory offer does not apply to the "Catch-Up" cleaning.

Is it possible to get a one-time-only service?

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

How do I begin service?

We can start and stop your service over the phone or via e-mail. Prior-to-service day notice required to cancel service.

Do you have other services?

Depending on the season, Scoop Doggie Dog is available to provide other services around the yard. Frequently, arraignments can be made for leaf removal, lawn mowing and debris removal. Call for details.

Can you work with our 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. We don't want to take unnecessary risks with your dog or ourselves.

Do you work in all types of weather?

Dogs keep making their messes in all kinds of weather and we will always be there to clean it up. If on a given day the weather or road conditions are such that making the rounds is unsafe, that days' cleanings may be postponed a day or two. Unsafe conditions include driving rain, high winds, snow and ice, electrical storms and the like.

What about holidays?

We do not work on Thanksgiving Day or Christmas Day and try not to work on Christmas Eve. For the weeks containing Thanksgiving and Christmas, changes in service days will be made to accommodate the holidays. Other national holidays are variable. If I observe a holiday that falls on a Monday, for that week, Monday, Tuesday and Wednesday yards will be cleaned on Tuesday and Wednesday.

What does Scoop Doggie Dog mean by "SATISFACTION GUARANTEED"?

If you are ever not satisfied with the service you receive, let us know within 24 hours of our visit and we will come back and make it right within 24 hours - or refund your money. Your account does have to be in good standing.

We know our business depends on doing excellent work, and it's the quality of our service on which we stake our success. Please let us know right away if the service you receive doesn't measure up to your expectations.

What is your "Refer-a-Friend" Bonus?

Just as we want to know if our service doesn't measure up to your expectations, we want your friends to know when we have exceeded your expectations.

When you "Refer-a-Friend" to Scoop Doggie Dog and they become a regular client, as a way of saying "Thank-you", we will give you a free cleaning. Your free cleaning will be shown on the second month's invoice. There is no limit on the number of free cleanings you can receive and your friend will receive their first cleaning free.

Do you have gift certificates?

With Scoop Doggie Dog Gift Certificates, you can give the gift of a clean yard to a friend. Gift Certificates are available in one-month increments and make great "Get well soon" or "Congratulations" gifts. Call for details.

Unannounced service day changes.

On some occasions, it might become necessary to change your service day, either forward or back a day, as the need arises. If more than a one-day change is needed, you will be notified as soon as practical. Service returns to the regular day the following week.

What if I want to skip a service day?

If your dog will have been away from his yard for a while, just e-mail the company office at Info@ScoopDoggieDog.com before the day of service to have us skip your yard that day and not be charged. If the dog will be gone from the yard for a couple of weeks, call ahead to hold service while the dog is away.

Should I unlock my gate?

Yes. Since we will not climb or jump over fences, please have your gate unlocked on your service day. You may provide us with a key to the lock or tell us the combination if that will be convenient for you. Please consider using a non-locking clip to secure the latch on your gate in lieu of a lock. 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.

How do you bill?

We bill monthly after the work has been done. The due date for monthly statements is 14 days after the statement date. If you use your bank's online bill paying service, just let me know and I will e-mail your statement for paperless convenience. Payments can also be made on ScoopDoggieDog.com. Follow the link named "Payments".

Why do you need my e-mail address?

By providing your e-mail address, you can receive monthly statements, Scoop Doggie Dog newsletters (as they occur), alerts to things I notice about your property (ie: clogged rain gutter or shrubs that are blocking my way), service change notices and payment reminders (before fees add up). I DO NOT give your e-mail address to ANYONE nor do I send you "FW: FW: FW: You gotta read this" e-mails.

What are your legal terms?

This Our Service To You supercedes all prior. Service guarantee is in effect for accounts in good standing, with grass and foliage well trimmed and yard fully accessible. Late payments are subject to a **\$4.00 late fee**. The due date for charges on past due accounts is on receipt of statement. Either client or Scoop Doggie Dog may correct erroneous billing charges for a period of six months after the error. By hiring Scoop Doggie Dog or continuing service with Scoop Doggie Dog, clients agree to pay all costs of collection on past due accounts including, but not limited to, "Termination due to non-payment" fee of \$50.00, court costs, collection costs, NSF bank fees, check recovery fees and attorney's fees.

THANK YOU FOR YOUR BUSINESS

Mark S. Walker
Scoop Doggie Dog

Customer name: _____ # of dogs _____ Names _____

Address: _____ City/St/Zip _____

Phone: hm/cell _____

E-mail: _____

Signature: _____

For office use only
Start Date: _____
Beginning rate: \$ _____
Catch Up: YES NO \$ _____