



UPSTATE

GARAGE REFRESH

Service Agreement

Please read before we start. The current version is always at upstategaragererefresh.com/terms

Customer _____ **Date of work** _____

Service address _____

Phone _____ **Email** _____

Space being cleared _____

e.g. two car garage / storage unit # / shed / one bay

1. The work

We clear the space you point us at, load what you tell us to load, haul it away, and sweep up. Before we start we walk the space with you and agree three things in writing: which space is being cleared, what is going, and how many trailer loads it looks like.

Anything you want kept stays where it is. If you are undecided about something, say so and it goes in a hold pile rather than on the trailer.

2. What it costs

Our rate is \$299 for the first trailer load and \$275 for every load after that. It covers the labor, the hauling, and the landfill fees. There is no fuel charge, no separate disposal charge, no minimum past the first load, and no charge for the sorting or the sweeping.

A load means one trip out with the trailer. A part full trailer still counts as a load, because the drive and the landfill run cost us the same whether it is stacked to the top or not.

We pack every load as tight as we safely can. Sometimes the trailer is full by size and sometimes it is full by weight. A load of paver stone reaches the trailer legal limit long before it looks full. Either way that is one load.

We photograph each loaded trailer as a record of the work.

Load count agreed on site, before work begins: _____

Estimated total: \$ _____

3. You approve the number before we start

Any figure we give you off photos is an estimate. The real load count is agreed on site, with you present, before anything goes on the trailer.

If the number does not work for you at that point, tell us and we leave. There is no call out fee and you owe nothing.

4. Your authority to dispose of the items

By signing, you confirm that the items you are asking us to remove are yours to dispose of, or that you have the authority of whoever owns them.

This matters more than it sounds. We have no way of knowing whether a spouse, a sibling, a landlord, a tenant, or another heir has a claim on something in the pile. If a dispute comes up later about items we removed at your direction, that is between you and them.

5. Items become ours once they are loaded

When an item is placed on our trailer, ownership of it passes to Upstate Garage Refresh.

From that point we may donate it, recycle it, scrap it, repair it, resell it, or dispose of it, at our discretion and for our own account. This is normal for this trade and it is part of how the rate stays where it is.

Removal is final. Once an item has left your property we cannot get it back for you. If you are unsure about something, keep it out of the go pile.

6. What we cannot take

Paint, stain, solvents and pool chemicals. Tires. Propane tanks and fuel cans. Car batteries. Anything with refrigerant still in it. Old tube televisions and monitors. Asbestos, and anything we suspect might be.

These are landfill and safety rules rather than ours. We will tell you where they do get taken.

7. Access and hazards

You agree to give us safe access to the space and somewhere to park the trailer.

Please tell us in advance about anything we should know: rodent or insect activity, mold, damaged flooring, a weak step, or anything unusually heavy or awkward. We would rather plan for it than find it.

Anything we should know about?

8. Damage and liability

We take reasonable care with your property and we protect doorways and frames when we move large items.

Some damage is a normal part of removing large objects from tight spaces. Where an item cannot be taken out without contact, we will point that out and ask you before we proceed. We are not responsible for wear of that kind, for damage that was already there, or for anything hidden that we could not reasonably have seen.

Point out anything fragile or valuable in the space before we begin.

9. Payment

Payment is due when the work is finished. We take cash, Venmo, Zelle and PayPal.

10. Photographs

We photograph the space before and after, and each loaded trailer, as a record of the work.

We would also like to use before and after photos to show people what we do. You can decline that on the form and it changes nothing else. We never publish anything that identifies your address, and we will not photograph the inside of your home.

☐ I also agree that before and after photos may be used to show the work. No address is ever published and the inside of the home is not photographed. Leaving this unchecked changes nothing else.

11. Changing or cancelling

Let us know as early as you can and we will move it. There is no cancellation fee.

I have read this agreement. I confirm I have the authority to dispose of the items being removed, and I understand that **items become the property of Upstate Garage Refresh once loaded, and that removal is final.**

CUSTOMER SIGNATURE

DATE

PRINT NAME

FOR UPSTATE GARAGE REFRESH

DATE