

## **POLICES & PROCEDURES**

*We apply our products in accordance to our supplier's recommendations and strive to ensure the job is done properly.*

### **Application & Product Information**

- All products are applied based on manufacturer/supplier recommendations. We make every effort to ensure correct application the first time.
- **Proper Chloride application rate: 1 gallon of water per 1 gallon of product per 18 sq. ft. (.50 GSY). Alternative rates (.25 GSY or .35 GSY) must be requested during estimate or service requests.**
- Any dry grading completed prior to application should be watered before product application to ensure optimal results. Please advise if these services should be included in our estimate.
- Dust control does not mean dust free. All roadway products have an allowable wear rate.

### **Estimates, Bids & Pricing**

- *Phone or website bids are ONLY estimates and may change if the distance is different or more product is needed.*
- Measurements are based on ribbons, flags, or plates placed for application.
- Additional requirements (training, medical testing, equipment changes, certifications, holidays or Sunday applications) may increase pricing.
- Need for pilot cars, traffic control, or additional permits will increase pricing.
- *Full truckload jobs may take priority over smaller scheduled jobs.*

### **Site Preparation & Marking Requirements**

- There are no 'standard' roads. Please clearly mark roadway start/stop points using provided ribbon or paper plates.
- If markers/flags remain from the previous year and application occurs, you will be charged for the service.
- Failure to properly mark areas may result in standby fees of \$75 per fifteen minutes.
- To qualify for Neighborhood Discounts, ribbons/markers and orders must be in place on the day of application.
- The job site must be fully prepared prior to our arrival as services may be delayed if the site is not ready.

### **Scheduling & External Factors**

- Rain or forecasted rain will delay application and scheduling.
- Severe weather may affect treatment application and effectiveness.
- We coordinate with Federal, State, County, and Municipal schedules and may not receive advanced notice of grading.

### **Warranty Information**

- You have 21 days to determine if there was an application or product issue.
- The Limited Warranty applies only if the roadway is properly prepared for the specified product applied and a full application is completed.
- Weather, excess traffic, and similar conditions are not covered under standard warranty.
- Any grading performed after treatment shall void the warranty. Reapplication is available for an additional fee.

### **Billing & Collections**

- Payment is due upon receipt of invoice; a late fee of 8% of the outstanding balance will be applied monthly until account is paid in full.
- Any billing or application discrepancies must be reported within 10 business days of service date.
- Accounts placed with a third-party collection agency will incur a 30% collection fee added to the unpaid balance, plus court costs, attorney fees, late fees, and other applicable charges.

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