



Billing Policy

At **Monarch Maintenance**, we strive to deliver top-tier service with professionalism, reliability, and transparency. This policy outlines our billing, payment, and deposit requirements to ensure smooth operations and mutual understanding between our team and our valued clients.

Invoice Terms

- **All invoices are due upon receipt**, unless otherwise specified in a signed agreement.
- Invoices are sent electronically following service completion or according to the billing schedule.
- Payments may be made via credit/debit card, ACH, or other approved payment methods.

Late Payment Policy

- A **10% late fee** will be added to any invoice not paid within **7 calendar days** of the invoice date.
 - An additional **10% late fee** will be applied for **every subsequent 7-day period** the invoice remains unpaid.
 - Services may be paused or suspended on accounts that are more than 14 days past due until payment is made in full.
 - Repeated late payments may result in the requirement of advance payment or additional restrictions.
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Card on File Policy

To promote timely payments and uninterrupted service, **Monarch Maintenance recommends that all clients store a valid card on file.** Cards are securely stored through encrypted, PCI-compliant payment systems.

Clients with a card on file enjoy:

- Hassle-free, automatic billing
- Avoidance of late fees
- No service interruptions due to missed payments

We understand some clients may be uncomfortable storing payment information. However:

If a client frequently pays late and does not have a card on file, we reserve the right to require:

- A **card on file** for future billing
- Or, enrollment in a **monthly prepaid service model**, where services are paid for in advance

Project Deposits for Non-Routine Services

For any **non-routine project**—such as landscaping installations, sod replacement, drainage work, or other one-time or specialty services—a **50% deposit is required no later than one (1) business day prior to the scheduled start date**.

In addition:

- **Any project requiring materials** (e.g., mulch, stone, plants, soil, irrigation supplies) will also require a **50% deposit upfront**, regardless of the service type.
- The deposit secures your scheduled date and allows us to procure materials in a timely manner.
- The remaining balance is due immediately upon project completion.

Routine services such as **mowing, regular maintenance, and seasonal leaf removal** do not

require a deposit and will continue to be billed upon completion unless otherwise agreed.

Final Acknowledgment

By engaging with Monarch Maintenance for services, clients agree to the terms outlined in this Payment Policy. Our goal is to maintain professionalism, transparency, and mutual respect in every client relationship.

If you have questions regarding your account, invoice, or would like to securely store your card on file, please contact our office at your convenience.

Thank you for choosing Monarch Maintenance – where your property is our priority.

— *The Monarch Maintenance Team*