



RESIDENTIAL SERVICE TERMS

Version 2.0 · Effective August 1, 2026 · Supersedes all prior versions

These Terms govern residential bin cleaning service provided by LVL Up Homes, LLC. They apply to every residential customer and take effect when you submit a service request and confirm the acknowledgment on our request form. No signature is required.

PLEASE READ · YOUR PLAN RENEWS AUTOMATICALLY

Subscription plans renew at the end of each term unless you cancel first. For any plan with a term longer than 60 days we email you at least 30 days before the renewal date, stating the date and any change to your rate. You may cancel at any time under Section 9. Full details in Section 3.

PLEASE READ · ARBITRATION AND CLASS ACTION WAIVER

Section 11 requires most disputes to be resolved by individual binding arbitration rather than in court, and waives your right to participate in a class action. **You may opt out within 30 days** and still keep your service. Small claims matters are excluded.

1 WHAT WE DO

We clean and sanitize your trash and recycling bins at the curb on your regular collection day, after the hauler has emptied them. No yard or garage access is needed and you do not need to be home. Bins are returned upright and you receive a completion message.

1.1 What every visit includes

- Interior hot-water pressure wash at 200°F or above
- Full exterior wash and rinse
- Odor treatment applied after cleaning
- Wastewater recovery, described in Section 1.3
- A notification before the visit and a completion message after it

1.2 What each tier adds

Both tiers receive everything in 1.1. Premium adds three things, two of which Essential subscribers may buy separately per visit.

	Essential Clean	Premium Clean
EPA-registered disinfectant	Available as an add-on, \$8 per bin	Included
Signature scent finish	Available as an add-on, \$5 per bin	Included
Priority rescheduling	Not included	Included

Priority rescheduling means that if weather or equipment forces us to compress a route, Premium households are served first when it resumes. Separately, **all active subscribers** receive first access to add-on appointment slots and up to 20% off add-on services.



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1.3 Wastewater

All of the interior wash water, which is the water carrying the cleaning agents and the grime, is captured on board and disposed of at an EPA-compliant facility. The exterior rinse uses plain 200°F water with no additives and may run off the way water from a garden hose would.

1.4 What to expect from a clean

Our system lifts the large majority of buildup on the first visit. Bins that have gone a long time without cleaning, or that carry baked-on grime, deep staining, or set-in odor, can take more than one visit to fully recover. Some staining is permanent and will not come out at any number of passes. In those cases the bin is still sanitized and deodorized, it simply will not look new. Recurring plans exist because ongoing service holds a bin in far better condition than a single visit ever can.

2 PLANS AND RATES

All rates are per service address and cover up to 2 bins per household.

2.1 Monthly plans

Plan	Month to Month	Seasonal	Annual Flex	Annual Plan
1x Essential	\$45/mo	\$40/mo	\$39/mo	\$37/mo
1x Premium	\$65/mo	\$58/mo	\$57/mo	\$54/mo
2x Essential	\$78/mo	\$70/mo	\$68/mo	\$64/mo
2x Premium	\$110/mo	\$99/mo	\$96/mo	\$91/mo

Billed as	Seasonal · 6 months	Annual Flex · 12 months	Annual Plan · 12 months
1x Essential	\$240 once	\$468/yr billed monthly	\$444 once
1x Premium	\$348 once	\$684/yr billed monthly	\$648 once
2x Essential	\$420 once	\$816/yr billed monthly	\$768 once
2x Premium	\$594 once	\$1152/yr billed monthly	\$1092 once

- **Month to Month** has no term beyond the 3-visit minimum in Section 9.
- **Seasonal** is prepaid once for 6 months.
- **Annual Flex** is billed monthly but commits you for 12 months.
- **Annual Plan** is prepaid once for 12 months and is priced at roughly two free cleans. Your rate is locked for the full term.

2.2 Less frequent cadences

Cadence	Essential, per visit	Premium, per visit
Bi-Monthly	\$55	\$80
Quarterly	\$65	\$95
Semi-Annual	\$75	\$110
One-Time	\$85	\$125

These are billed per visit with no ongoing commitment. One-Time service carries no minimum at all.

2.3 Additional bins

Plans cover up to 2 bins. Each additional bin is **\$12 per bin per visit** on Essential and **\$18 per bin per visit** on Premium. On a plan with two cleans a month this is charged on each of the two visits.

3 AUTOMATIC RENEWAL

YOUR PLAN RENEWS UNLESS YOU CANCEL

At the end of your term your plan renews automatically for another term of the same length, at the rate then in effect.

HOW TO STOP A RENEWAL

Email help@lvluphomesllc.com or send a message through Client Hub at any point before the renewal date. There is no fee to decline a renewal, and no early termination charge applies once a term has been completed.

WE WILL REMIND YOU FIRST

For Seasonal, Annual Flex, and Annual Plans, we email you at least **30 days before the renewal date**. That message states the date your plan renews, confirms it will renew unless you cancel, and sets out any term or rate that is changing.

4 PAYMENT AND BILLING

4.1 Your authorization

When you add a payment method in Client Hub you authorize us to charge it on a recurring basis for the plan you selected, and for any add-on service you request, until you cancel. This authorization covers every scheduled charge under your plan and does not need to be given again for each visit.

- **Monthly plans** are charged when each service is completed.
- **Prepaid plans** are charged in full at signup and again at each renewal.
- **Add-on services** are charged when performed, or as quoted.
- You may change or remove your payment method at any time in Client Hub. Removing it without cancelling does not end your plan or your obligation to pay for service already delivered.

4.2 If a payment fails

We will tell you and attempt the charge again. A failed or returned payment incurs a **\$15 fee**. Service may be paused on an account more than 15 days overdue, and we will contact you before pausing anything. Full detail sits in the Cancellation & Refund Policy.

4.3 Discounts

Promotional and referral discounts are applied at invoicing, before payment is captured. Nothing is charged and then refunded.

5 SCHEDULING AND ACCESS

5.1 What we ask of you

- Put your bins at the curb by **9:00 AM** on your service day, which is normally your regular collection day.
- Leave them at the curb until you receive the completion message, since we clean after the hauler has run.
- Empty the bins first. Remove any trash, debris, hazardous material, or sharps that can be removed.
- Keep bins reachable and not blocked by vehicles, gates, or other obstructions.
- Keep your contact and payment details current in Client Hub.

5.2 If we cannot complete a visit

If bins are not at the curb, are still full, or the area is blocked or unsafe, the visit counts as delivered and no credit is due. There is **no additional fee** on recurring bin cleaning. A **\$50 trip fee** applies only to standalone or dedicated-visit services such as driveway or house washing, where a route slot was reserved for you. Give us 48 hours' notice and there is no charge.

5.3 If we miss a visit

If we cannot perform a scheduled service for any reason of our own, we contact you within 24 hours and complete it within 5 business days at no charge. If that is not possible, a full credit for the visit is applied to your next bill automatically.

5.4 Moving or changing address

Tell us at least 5 business days before a change of service address. If your new address is within our service area, your plan and rate move with you. If it is not, you may cancel without any early termination charge, and any prepaid balance for service not yet received is refunded in full with no retention applied.

6 HOLIDAYS AND SEASONAL PAUSES

6.1 Holiday collection delays

We follow your municipality's trash and recycling collection schedule. When a recognized holiday delays your local pickup, your service shifts with it. Nothing is required from you.

6.2 Thanksgiving week

A visit scheduled during Thanksgiving week moves to your next full collection cycle, so that both bins have been emptied before we clean them.

Two cleans a month: the affected visit is not rescheduled. Instead a credit equal to half your monthly rate is applied automatically to your next invoice.

6.3 Winter pause

We do not schedule service between **December 23 to January 5** each year. Treatment depends on your plan, and is applied per visit:

- **Month to Month:** a visit falling inside the window is not performed and not billed. Service resumes on your next regular date.
- **All other plans:** a visit falling inside the window is added as a complimentary extension clean at the end of your current term. Billing continues unchanged.

We email affected customers in late November confirming the next service date and any adjustment.

7 REFERRAL REWARDS

Give \$20, get \$20

Refer someone and they get **\$20 off their first clean**. Once that clean is complete, you receive a **\$20 account credit**.

- Your credit is issued within **30 business days** of the referred customer's first completed clean, and applied to your following invoice. Credits are applied by us and are not automatic.
- You must be an active subscriber in good standing when the credit is issued.
- A maximum of **\$100** in referral credit may be held on an account at one time, and up to **\$20** is applied per invoice.
- Credits may be used against any LVL Up Homes service, including add-ons.
- **Referral discounts cannot be combined with other promotions.** If a promotional offer is running, a new customer takes either that offer or the referral discount, not both. Choosing the promotion means no referral credit is earned.
- Credits are non-transferable, carry no cash value, and are forfeited if the account is cancelled.

8 COMMUNICATIONS

You consent to receive service-related messages by email, text, and phone at the details you provide. These include visit reminders, completion notices, schedule changes, billing notices, and renewal reminders.

- **Consent to texts is not a condition of service.** You may ask for email only at any time.
- Message frequency varies by plan. Standard message and data rates may apply.
- **Reply STOP** to any message to opt out of texts. **Reply HELP** for assistance, or contact help@lvluphomesllc.com.
- Opting out of texts does not cancel your service. You will continue to receive service notices by email.
- We use your information to deliver and bill for service. We do not sell it or share it for anyone else's marketing.

9 CANCELLATION AND REFUNDS

Cancellation, refunds, early termination, and the 3-visit minimum are governed entirely by the **LVL Up Homes Cancellation & Refund Policy**, published at lvluphomesllc.com/terms and accepted alongside these Terms. In summary, and without replacing that document:

- Recurring plans run for a minimum of **3 completed cleans**. One-Time and the less frequent cadences have no minimum.
- We ask for **14 days' notice** before your next scheduled visit.
- Leaving a committed plan early costs **15% of the plan's value**, plus the ordinary month-to-month rate for cleans already received. On prepaid plans this is retained from your refund. On Annual Flex it is charged as a flat fee of two months at your rate.
- If we end your service, you receive a full pro-rated refund and no termination charge applies.

10 LIMITS AND LIABILITY

We perform every service with reasonable professional care. We are not responsible for:

- Pre-existing damage to bins, lids, wheels, or handles
- Damage from normal wear, manufacturer defects, or the age of a bin
- Staining or discoloration that hot-water cleaning cannot remove
- Loss or damage from events outside our reasonable control

Limit of liability

Our total liability for any claim shall not exceed **the greater of** the amount you paid for the service giving rise to the claim, **or** the total amount you paid us in the three months immediately before it. We are not liable for indirect or consequential loss. Nothing here limits liability that cannot be limited by law.

If a bin is structurally unsafe to service, such as a broken lid or wheel, we will tell you so you can request a replacement from your hauler.

11 DISPUTE RESOLUTION

THIS SECTION AFFECTS YOUR LEGAL RIGHTS

It requires most disputes to be resolved by individual binding arbitration and waives your right to bring or join a class action. Please read it.

11.1 Talk to us first

Most issues are resolved the same day. Contact help@lvluphomesllc.com before starting any formal process, and give us 30 days to put it right.

11.2 Arbitration

If we cannot resolve a dispute informally, it will be settled by binding arbitration administered by the American Arbitration Association under its Consumer Arbitration Rules, seated in Wake County, North Carolina. Judgment on the award may be entered in any court of competent jurisdiction.

We pay the fees. For any claim under \$10,000, LVL Up Homes pays the AAA filing and arbitrator fees.

11.3 Class action waiver

Disputes are brought individually. You and LVL Up Homes each waive the right to bring or participate in a class, collective, or representative action. An arbitrator may not consolidate claims or preside over any form of class proceeding.

11.4 Small claims stay in court

Either party may bring an individual claim in small claims court instead of arbitration, provided it stays in that court and is brought individually.

11.5 How to opt out, 30 days

You can decline arbitration and keep your service

Email help@lvluphomesllc.com within **30 days** of first accepting these Terms with the subject line **Arbitration Opt-Out**, including your name and service address. That is all it takes. Opting out has no effect on your plan, your rate, or your service in any way, and we will confirm in writing. If you opt out, disputes are resolved in the courts of Wake County, North Carolina.

12 CHANGES TO THESE TERMS

We may update these Terms. Material changes, including any change to rates, fees, or your rights under Section 11, are emailed to active subscribers at least **30 days** before they take effect. Minor corrections are published with an updated version number and effective date. The version that applies to you is the one published at lvluphomesllc.com/terms on the date you accepted it, unless you have been notified of a change since.

13 GENERAL

- These Terms, together with the Cancellation & Refund Policy and, where applicable, the Add-On Services Terms, form the entire agreement for residential bin cleaning service.
- They are governed by the laws of the State of North Carolina.
- If any provision is found unenforceable, the remainder stays in force.

- We may assign these Terms to a successor or affiliate. Your rights are unaffected.
- Questions: help@lvluphomesllc.com · (919) 323-2208 · lvluphomesllc.com

How you accepted these Terms

By submitting a service request and confirming the acknowledgment on our request form, you agreed to the version of these Terms published at lvluphomesllc.com/terms on that date. No signature is required. This is **Version 2.0, effective August 1, 2026**. Superseded versions remain available on request.