

CUSTOMER SERVICE AGREEMENT



Service Terms & Conditions

Clear terms for valet trash, curbside can service, additional cans, and can cleaning and deodorizing.

IMPORTANT BEFORE SERVICE BEGINS

The branded Valet Trash Can costs **\$25 one time**. Valet Trash is a separate **\$15 recurring monthly plan** that includes two selected pickup days each week. Each additional selected weekly pickup day is **\$3 more per month**. The equipment purchase and first monthly payment are due before service begins. Every service below is separate unless a written order expressly says otherwise.

SERVICE	CURRENT PRICE	WHAT IT COVERS
Valet Trash	\$25 can once + \$15 / month	Two selected weekly pickup days are included. Each additional weekly day is +\$3/month. Up to two tied household bags may be collected per scheduled pickup.
Curbside Can	\$15 / month	One designated residential can moved to the curb on trash day and returned to its proper place the following day.
Additional Can	+\$5 / month	One additional eligible curbside can added to an active curbside plan.
Cleaning + Deodorizing	\$20 / month	Recurring maintenance cleaning and deodorizing for the eligible can or cans identified during enrollment.

Effective August 23, 2026. Yarber Holdings LLC offers these services under the Yarber Home Services brand. Each service and add-on is sold separately unless the customer's written order expressly states otherwise. The confirmed schedule and any property-specific terms will be shown in the enrollment confirmation before service begins.

The agreement and the valet plan

1. Parties and acceptance

This Customer Service Agreement (the **Agreement**) is between Yarber Holdings LLC, offering services under the Yarber Home Services brand (**YHS, we, us, or our**), and the person or organization purchasing or receiving service (**Customer, you, or your**). By completing enrollment, authorizing payment, accepting an enrollment confirmation, or allowing service to begin, you confirm that you have reviewed and agree to this Agreement.

If YHS and a property owner, apartment community, or mobile home park sign a separate written service agreement, that agreement controls to the extent it directly conflicts with this customer Agreement.

2. Availability and route confirmation

All services depend on the property, safe access, staffing, and an active route. A requested day or signup is not final until YHS confirms the service address, service type, recurring price, and schedule in writing by text, email, checkout confirmation, or other retainable electronic message. YHS may decline an address that is outside an active route or cannot be serviced safely.

3. Valet trash service

Valet Trash is offered only for apartments, mobile homes and mobile home parks, senior living centers, and other eligible properties where the resident uses a shared dumpster or central disposal point instead of being issued an individual trash or recycling cart for this purpose. YHS may require property-management approval and may reject a property that does not meet these eligibility requirements.

- **Required equipment.** The customer purchases one YHS-branded black lidded Valet Trash Can for a one-time price of \$25. The can becomes the customer's property after delivery and full payment.
- **Separate monthly plan.** The \$25 Valet Trash Can purchase does not include ongoing service. The separate recurring \$15 monthly plan includes two selected pickup days each week. The first monthly payment and the \$25 equipment purchase must be paid before service begins.
- **Additional weekly days.** The customer may select more than two weekly pickup days for an additional recurring charge of \$3 per month for each extra selected day. For example, three selected days total \$18/month, four total \$21/month, five total \$24/month, and six total \$27/month. The exact monthly amount must be disclosed and accepted before billing.
- **Two-bag limit.** Each scheduled pickup includes no more than two standard securely tied bags of ordinary household trash. Bags may be placed inside the can. If both do not safely fit, the second tied bag may be placed neatly beside the can at the approved collection point.
- **Required selected days.** The customer must select at least two recurring pickup days from Monday through Saturday. YHS does not work Sundays. Selected days are not final until confirmed based on the property and active route. A preferred arrival time may be requested but is optional and is not guaranteed.
- **Collection point.** Bags and the can must be outside at the agreed porch or exterior location before the confirmed service window. YHS does not enter the residence.

4. Bag preparation and prohibited materials

Bags must be securely tied, leak-free, reasonably sized, and safe for one person to lift and carry. YHS may leave any bag or item that is unsafe, prohibited, leaking, torn, excessively heavy, or beyond the two-bag limit. Customer-caused noncollection does not automatically qualify for a refund.

- No loose trash, liquids, hot ashes, sharp items, needles, medical or biological waste, human or animal waste, hazardous chemicals, paint, oil, fuel, batteries, explosives, firearms or ammunition.
- No furniture, appliances, construction debris, tires, large yard waste, oversized items, or any material prohibited by law, the property, or the receiving dumpster provider.
- Broken glass or other lawful sharp household items must be safely contained, clearly marked, and disclosed before pickup. YHS may refuse them when safe handling is uncertain.

Curbside, cleaning, and customer duties

5. Curbside can service

Curbside can retrieval is a recurring \$15 monthly plan for one designated residential trash can. On the route-confirmed trash day, YHS moves the can from the agreed exterior storage location to the proper curbside collection point and returns it to its proper place the following day. YHS is not the trash hauler and does not control whether or when that hauler empties the can.

The customer must provide the required service address and correct trash collection day and must promptly report municipal schedule changes. YHS does not work Sundays. If the customer's trash day is Saturday, the ordinary return day is Monday. If the hauler is delayed, skips the can, or changes collection timing, return of the can may also be delayed. Any preferred service time is optional and is not guaranteed.

6. Additional can add-on

An active curbside customer may add one eligible additional can for a recurring \$5 monthly charge. The add-on remains active and renews with the primary curbside plan until canceled. A can that was not enrolled or identified is not included automatically.

7. Can cleaning and deodorizing

Can cleaning and deodorizing is a recurring \$20 monthly maintenance service, performed once each month, for the eligible residential can or cans identified during enrollment. The customer must provide the service address and select either the first or last calendar day of the month. If the selected calendar date is Sunday, YHS will confirm the closest available non-Sunday service date. A preferred time is optional and is not guaranteed. The can must be empty, accessible, and safe to clean at the confirmed location and time.

Cleaning is intended to reduce ordinary residue and odor. It is not sterilization and does not guarantee complete stain removal, permanent odor elimination, pest elimination, repair, or restoration to new condition. YHS may postpone or refuse cleaning when a can contains hazardous material, bodily waste, excessive grease, paint, chemicals, sharp items, hardened debris, or another unsafe substance.

8. Customer responsibilities and permission to access

You authorize YHS and its personnel to enter the reasonably necessary exterior portions of the service property solely to perform the purchased service. You are responsible for having authority to grant that access and for complying with your lease, community rules, association rules, and property-management requirements.

- Provide an accurate service address, required service-day selection, contact information, can description, gate code, and access instructions, and update them when they change. Any time preference is optional and does not guarantee an exact arrival time.
- Keep the service area reasonably lighted, unlocked when required, free of vehicles and obstacles, and safe to walk through and work in.
- Secure pets and supervise children. Disclose cameras, aggressive animals, broken steps, loose gates, hazards, or other unusual conditions before service.
- Keep bags, porch cans, and curbside cans at the agreed location by the confirmed time. Do not require entry into a residence or another private interior space.

Billing, cancellation, and service remedies

9. Recurring monthly billing authorization

Valet Trash service (\$15 per month for two selected weekly pickup days), each additional Valet Trash weekly pickup day (\$3 per month), curbside service (\$15 per month), an additional curbside can (\$5 per month), and can cleaning and deodorizing (\$20 per month) are separate recurring monthly charges. Enrolling in one does not enroll you in another unless your written order expressly lists both. By enrolling, you expressly authorize YHS and its payment processor to charge the payment method you provide each month until cancellation. Applicable taxes, if any, will be shown during checkout or on the receipt.

The \$25 YHS-branded valet can is a one-time equipment purchase and is not a recurring charge. Unless a separate written agreement states otherwise, there is no fixed-term commitment and no cancellation fee.

10. Cancellation

You may cancel a monthly service at any time by texting **405-595-1017** or emailing **yarberhomeservices@gmail.com**. Include the account name, service address, and service to cancel. YHS will confirm cancellation in writing. A request received before the next scheduled recurring charge prevents the next renewal. Cancellation stops future charges but does not automatically refund a charge already processed or a service period already started.

Canceling valet service does not require you to return the purchased porch can. The can remains yours. Stopping or blocking service-related text messages by itself is not a cancellation request; use the cancellation methods above so YHS can identify the account and confirm the request.

11. Refunds, credits, and correction of missed service

The \$25 equipment purchase is nonrefundable after the branded can is delivered, except when the can was defective at delivery or a refund is required by law. Completed services and billing periods already in progress are generally nonrefundable.

Report a missed or incomplete service promptly, preferably within 24 hours of the confirmed service day, so YHS can review the route. If YHS confirms that it failed to perform a paid service for reasons within its control, YHS may correct the service, reschedule it, issue a reasonable service credit, or refund the affected service amount. This does not limit any right that cannot legally be waived.

12. Failed payments and suspension

YHS may pause service after a payment is declined, reversed, disputed, or otherwise unpaid. Service may resume after the account is brought current and route availability is reconfirmed. YHS will not add a late fee unless that fee was clearly disclosed and accepted in advance.

13. Price, route, and service changes

YHS may change future pricing, available days, route boundaries, or service practices by providing reasonable advance notice. A customer who does not accept a future change may cancel before it takes effect. A material change will not be applied retroactively to a completed service period.

Scheduling, property, and safety

14. Missed or inaccessible service

YHS is not responsible for a missed service when the bag, porch can, or curbside can is not out on time; is inaccessible; is behind an undisclosed locked gate; is blocked by a vehicle or object; cannot be identified; is unsafe to handle; exceeds the service limit; contains prohibited material; or is unavailable for another reason outside YHS's reasonable control. A customer-caused missed visit does not automatically qualify for a refund or credit.

15. Weather, holidays, emergencies, and outside delays

YHS does not provide service on Sundays. Service may also be delayed, moved, or skipped when reasonably necessary because of severe weather, unsafe heat or cold, lightning, flooding, ice, road closures, holidays, municipal collection changes, equipment failure, staffing emergency, property restrictions, or another event outside YHS's reasonable control. When practical, YHS will communicate the change and reschedule affected service. Exact arrival times are not guaranteed.

16. Property and can condition

YHS will use reasonable care while performing service. You should report material pre-existing damage or fragile property near the service path. Trash cans and recycling cans naturally experience ordinary wear, fading, stains, odors, loose wheels, lid damage, cracks, and damage from municipal collection. YHS is not responsible for pre-existing damage, ordinary wear, manufacturing defects, damage caused by the trash hauler, theft or vandalism by third parties, or conditions outside YHS's reasonable control.

The customer is responsible for the YHS-branded valet can after delivery, including keeping it permitted at the property and replacing it if lost, stolen, removed by management, or damaged for reasons not caused by YHS. Replacement equipment may require a new purchase at the price disclosed at that time.

17. Refusal or termination for safety or misuse

YHS may refuse a particular item, pause service, or end service for repeated nonpayment, prohibited waste, unsafe access, threats or harassment, misuse of equipment, illegal activity, repeated violation of property rules, or conduct that reasonably endangers a person or property. When practical and safe, YHS will provide notice and an opportunity to correct the problem. Any refund will be handled under Section 11 and applicable law.

18. Service communications and payment information

By providing a phone number or email address, you agree to receive reasonable transactional messages about route confirmation, access, delays, billing, cancellation, and support. This does not authorize unrelated marketing messages. Carrier message and data rates may apply.

Payments are processed by the payment provider used at checkout. YHS does not need to receive or store your full card number to perform service. You are responsible for keeping your contact and payment information current.

Claims, liability, and final terms

19. Notice of claim and opportunity to inspect

Notify YHS promptly after discovering alleged damage, loss, or service failure and provide the service address, date, description, and available photographs or other supporting information. Do not dispose of the affected item before YHS has a reasonable opportunity to review it, unless disposal is necessary for health or safety. Prompt notice helps YHS investigate and does not shorten any nonwaivable legal deadline.

20. Limitation of liability

To the fullest extent allowed by law, YHS is not liable for indirect, incidental, special, exemplary, or consequential damages, including loss of use or inconvenience, arising from a service delay, missed collection, odor, pest activity, third-party trash collection, prohibited material, unsafe condition, or event outside YHS's reasonable control.

For an ordinary service claim, YHS's aggregate liability will not exceed the amount paid for the affected service during the three months preceding the event. This limitation does not apply to direct property damage caused by YHS's failure to use reasonable care, gross negligence, willful misconduct, or any liability that applicable law does not allow the parties to limit.

21. Customer responsibility for third-party claims

To the extent allowed by law, you are responsible for reasonable third-party claims, losses, or costs caused by your prohibited waste, undisclosed hazard, unrestrained animal, lack of authority to grant property access, violation of property rules, or material breach of this Agreement. This section does not require you to protect YHS from YHS's own negligence or willful misconduct.

22. Informal resolution and Oklahoma law

Before filing a lawsuit, the parties agree to make a good-faith effort to resolve the issue by written notice and direct discussion for at least 15 days, unless immediate court relief is reasonably necessary. This Agreement is governed by applicable federal law and Oklahoma law. Any unresolved claim may be brought in a court with lawful jurisdiction, including small claims court when eligible.

23. Entire agreement, severability, and no waiver

This Agreement, the customer's enrollment confirmation, the checkout disclosure, and any signed property agreement contain the terms for the selected service. If a provision is invalid or unenforceable, the remaining provisions continue to the extent allowed by law. A delay in enforcing a term is not a permanent waiver of that term.

24. Electronic records and confirmation of agreement

Electronic acceptance, payment authorization, checkout records, email confirmation, and text-message confirmation may be used to show the parties' agreement. You should save a copy of this Agreement and your enrollment confirmation. By proceeding, you acknowledge the selected service, its one-time and recurring charges, the automatic monthly renewal, the cancellation method, the service rules, and this Agreement.

**QUESTIONS OR
CANCELLATIONS**

Yarber Home Services

Text only: 405-595-1017

yarberhomeservices@gmail.com

A service brand of Yarber Holdings LLC