Rockford Hardscapes
616-747-0047 • hello@rockfordhardscapes.com

Residential Snow Service Terms

2026-2027 Snow Season | Effective November 15, 2026

Already a snow-removal customer? Your signed agreement and proposal contain your property-specific pricing, included services, and visit allowance. These Service Terms explain our general residential snow-removal policies.

These Residential Snow Service Terms apply to residential snow removal services provided by Rockford Hardscapes LLC and supplement the Residential Seasonal Snow Removal Agreement and accompanying proposal.

Property-specific pricing, service areas, selected services, and other individual terms are contained in the signed agreement or proposal. If a property-specific provision conflicts with these Service Terms, the signed agreement or proposal will control.

Snowfall Trigger and Dispatch

Rockford Hardscapes will automatically dispatch for residential snow removal when snowfall accumulation reaches approximately 1.5 inches at or near the service property, based on our reasonable determination using local weather observations, measurements, forecasts, and conditions along the service route.

Reaching the snowfall trigger begins our snow-service operations but does not guarantee immediate arrival at a particular property.

Service Visits

Each time Rockford Hardscapes performs snow plowing or snow-clearing services at the property constitutes one service visit.

Travel to the property without performing snow-clearing service does not count as a visit.

During prolonged, heavy, drifting, or multi-day snowfall, a property may require multiple service visits to maintain reasonable access and manage accumulation. Each actual service visit counts separately. A single visit will not be counted multiple times solely because of snow depth or time spent at the property.

Significant Snow Events

Unusually deep, heavy, compacted, or drifted snow may require work or equipment materially beyond ordinary truck plowing.

If additional work outside the contracted service is necessary, Rockford Hardscapes will explain the proposed work and obtain Customer approval of the additional price before performing separately billed work.

Additional charges will not apply solely because route timing or a service delay allowed additional snow to accumulate.

Snow relocation or hauling away from the property is not included unless separately approved.

Route Timing and Delays

Residential snow service is performed after Rockford Hardscapes' commercial snow route.

Following overnight snowfall, residential service generally begins around 11:00 PM and continues thereafter. This is an estimated residential route start time and is not a guaranteed arrival or completion time for any individual property.

Snowfall timing, continued accumulation, drifting, road conditions, road closures, equipment issues, emergency conditions, or other circumstances may delay service.

Rockford Hardscapes will resume delayed service as reasonably practicable when conditions permit.

Continued snowfall or drifting may cover areas that have already been serviced.

Property Access and Obstructions

Customers are responsible for keeping designated plowing areas reasonably accessible and free of vehicles, trailers, trash containers, and other obstructions.

Customers should identify objects or hazards that may become concealed by snow and provide adequate clearance for snow-removal equipment, including clearance from gates, structures, low branches, and other obstacles.

Areas obstructed at the time of service may be skipped.

Rockford Hardscapes is not required to return after an obstruction has been removed. If a Customer requests a return trip and additional clearing is performed, the return trip constitutes another service visit and will use an available included visit or be billed at the applicable additional-visit rate.

Any unobstructed portion of the property serviced during the original visit constitutes a service visit.

Snow Stakes and Driveway Markers

Rockford Hardscapes may install snow stakes or driveway markers before the season to identify pavement edges and help protect adjacent lawn and landscape areas.

Customers should not remove or relocate Contractor-installed markers during the service season.

Snow Storage

Rockford Hardscapes will determine reasonable snow-storage locations based on available space, drainage, visibility, landscaping, property layout, and safe operating conditions.

Snow relocation or hauling away from the property is not included unless specifically included in the proposal or separately approved.

Snow and Ice Conditions

Snow plowing reduces snow accumulation but does not guarantee bare, dry, or slip-free pavement.

Compacted snow, freezing rain, refreezing, black ice, drainage conditions, and temperature changes may create slippery conditions before or after snow removal.

Salting and deicing services are excluded unless specifically included in the Customer's agreement or proposal.

When deicing services are provided, deicing materials reduce snow and ice accumulation but cannot guarantee bare, dry, or slip-free surfaces.

Municipal Snowplow Deposits

Snow deposited at the driveway entrance by municipal or county snowplows after Rockford Hardscapes has completed service is not included in the completed visit.

If a Customer requests a return trip and Rockford Hardscapes performs additional clearing, the return constitutes another service visit.

Property Damage

Rockford Hardscapes is not responsible for damage resulting from concealed or unmarked objects that cannot reasonably be seen while plowing, pre-existing damage, cracks, heaving, deterioration, loose pavers, improperly installed pavement, or other existing property defects.

These exclusions do not excuse damage caused by Rockford Hardscapes' negligent operation.

Minor turf disturbance adjacent to serviced areas may occur during normal snow removal. Reasonable minor spring turf repair directly caused by our plowing is included and may consist of light grading, topsoil, grass seed, or resetting displaced turf.

Rockford Hardscapes will repair reasonable minor damage to a standard residential mailbox when directly caused by our equipment. Damage caused by municipal plows, thrown roadway snow, deterioration, rot, or inadequate construction is excluded.

Some gravel displacement is normal when plowing unpaved surfaces. Spring gravel cleanup or replacement is not included unless specifically stated in the proposal.

Reporting Property Damage

Alleged property damage should be reported within 72 hours of discovery, with photographs when reasonably available.

Spring turf damage must be reported no later than May 15 following the service season.

Customers should preserve the affected area for inspection when reasonably practicable. These reporting requirements do not waive any rights that cannot legally be waived.

Optional and Additional Services

Sidewalk or walkway shoveling, salting/deicing, snow relocation, snow hauling, and other optional services are excluded unless specifically included and priced in the Customer's agreement or proposal.

An optional service not selected in the proposal does not create an obligation for Rockford Hardscapes to provide that service.

Seasonal Service Capacity

The seasonal snow-removal fee reserves service capacity for the contract period and includes the number of visits stated in the signed agreement.

The seasonal fee is not the purchase of a specific number of individually refundable snow events or visits. Unused visits resulting from a light snow season do not create a refund entitlement.

Once the included number of visits has been used, snow service will continue at the additional-visit rate stated in the agreement unless the Customer requests in writing that service be stopped.

Questions and Notices

Questions, cancellation requests, stop-service requests, and damage reports may be sent to:

Rockford Hardscapes LLC
616-747-0047
hello@rockfordhardscapes.com

Cancellation and stop-service requests become effective when received.

Version: 2026-2027 Residential Snow Service Terms