

Hope's & Go Terms of Services

Please sign below

Hope's & Go Terms of Service

Please read and sign below.

Last Updated: June 2026

By placing an order, submitting a service request, or using Hope's & Go services, you agree to the following Terms of Service.

Services Provided

Hope's & Go provides local errand, shopping, pickup, prepaid order pickup, and delivery services. Service availability may vary based on location, scheduling, weather conditions, road conditions, safety concerns, and other circumstances beyond our control.

Hope's & Go does not currently provide ride-for-hire, passenger transportation, emergency transportation, medical transportation, or any service requiring special licensing that Hope's & Go does not currently hold.

Customer Information

Customers may be asked to provide their name, address, phone number, and email address. This information is used only for providing services, communication, invoicing, scheduling, customer support, and business recordkeeping.

Hope's & Go will not sell or intentionally share customer personal information with third parties except when required by law.

Payment

Payment is required before services begin unless otherwise agreed upon.

Customers may receive an invoice detailing the requested service, service fees, add-ons, mileage fees, and any other applicable charges.

Accepted payment methods may include Venmo, Cash App, PayPal, cash, or other approved payment methods.

For prepaid order pickup and delivery, the customer is responsible for placing and paying for the order in advance unless Hope's & Go has agreed otherwise.

Additional Fees

Additional fees may apply for additional service areas, rush requests, holiday or after-hours requests, excessive wait time, multiple stops, special handling requests, additional mileage beyond included service

limits, large or heavy items, or requests requiring extra time or effort.

Customers will be notified whenever reasonably possible before additional fees are applied. If an add-on or extra service is required but was not selected or paid for in advance, the order may be paused until the additional fee is paid.

Wait Time Policy

Services include a reasonable amount of wait time. If a pickup, order, appointment, store delay, customer delay, or errand causes wait time beyond the included period, additional fees may be added to the final invoice.

Customer Responsibilities

Customers agree to provide accurate information, ensure requested purchases and errands are legal, respond promptly when communication is needed, be available to receive deliveries when applicable, and provide any required order details, pickup information, receipts, confirmation numbers, or delivery instructions.

Hope's & Go is not responsible for delays, failed pickups, failed deliveries, or extra costs caused by incorrect, incomplete, or delayed customer information.

Refusal of Service

Hope's & Go reserves the right to refuse, cancel, or discontinue any service request that violates local, state, or federal law; creates an unsafe situation; involves harassment, threats, abusive behavior, or inappropriate conduct; cannot reasonably be completed; requires licensing or approval Hope's & Go does not currently hold; or is outside the scope of services offered.

Deliveries and Purchases

Hope's & Go acts as an errand, shopping, pickup, and delivery service provider.

Hope's & Go is not responsible for retailer inventory shortages, store errors, restaurant preparation delays, product defects, manufacturer issues, incorrect items prepared by a business, or unavailable items.

Customers are responsible for the cost of all requested purchases unless otherwise stated.

Cancellations and Refunds

Customers may cancel a request before service begins.

Once shopping, purchasing, driving, pickup, delivery, or fulfillment has started, partial or full charges may apply.

If Hope's & Go cancels a service before completion for any reason, the customer will receive a refund of applicable service fees within 7–10 business days. Refunds may not include third-party charges, store purchases, payment processing fees, or costs already paid on the customer's behalf.

Limitation of Liability

Hope's & Go is not liable for indirect, incidental, special, or consequential damages arising from the use of services.

To the fullest extent allowed by law, Hope's & Go's liability shall not exceed the amount paid by the customer for the specific service involved.

Service Area

Hope's & Go primarily serves Burlington, Iowa and surrounding communities.

Additional Service Area fees may apply outside standard service boundaries. Some locations may be unavailable depending on distance, safety, scheduling, weather, or service capacity.

Weather, Safety, and Emergency Conditions

Services may be delayed, rescheduled, or canceled due to severe weather, poor road conditions, emergencies, vehicle issues, safety concerns, illness, or circumstances beyond our control.

Communication Consent

By providing your phone number or email address, you consent to receiving communications from Hope's & Go regarding your order, invoices, scheduling, service updates, customer support, and related business matters.

Agreement

By placing an order, submitting a service request, signing this form, or using Hope's & Go services, you acknowledge that you have read, understood, and agreed to these Terms of Service.

Hope's & Go

Helping with the little things so life feels a little easier. 💛🏡

Name *

First Name

Last Name