The Gardener Who Cares - Customer Policies

Client-Owned Underground Lines

Sprinkler lines, outdoor lighting wire, underground dog fencing lines, etc may be damaged during the execution of this work. The Gardener Who Cares is not responsible for any damage(s) or associated repair costs. If known damage occurs, simple repairs will be made by us (if possible) and/or will be flagged.

Warranty Policy

Estimate pricing is based on materials purchased at wholesale rates. We do not offer a warranty on materials purchased at these rates.

If the client would like a warranty on plant materials, they may purchase directly from a nursery or we can purchase at retail rates if instructed. Specific item pricing may vary but on average is ~25% more than wholesale rates. Any plant warranty is provided by the nursery and is subject to their terms and conditions. Plant warranties cover the cost of the plant only. Please note that certain materials such as annuals/perennials, sod/seed are not available for warranty of any kind.

The Gardener Who Cares offers pick up of plant materials purchased directly by the client. A delivery charge may apply.

Landscape Plans/Drawings

If a landscape plan/drawing is desired, a professional landscape designer will meet with the client to discuss their goals and vision for their property. A non-refundable drawing fee may be required and must be paid before the drawing is completed and sent for client approval. Please note that drawings take additional time to prepare and may result in extended wait times.

Deposits/Payments

Approved projects may require a deposit prior to services being scheduled/performed. When applicable, projects will not be scheduled until all materials have been able to be acquired. In some cases, material substitutions may be necessary.

Projects will be billed upon completion (multi-phase projects may be billed per phase). Payment is expected within 10 days from the invoice date by personal or bank-issued check or credit card.