



## **The Gardener Who Cares - Customer Policies**

### **Existing Underground Lines**

Sprinkler lines, outdoor lighting wire, and/or underground dog fencing lines may be cut during the execution of this work. In the event this happens, lines will be repaired for material cost only.

### **Plant 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 customer would like a warranty on plant materials, they may purchase directly from a nursery or we can purchase at retail rates. 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. Please note that annuals/perennials and sod/seed are typically not available for warranties of any kind. Plant warranties cover the cost of the plant only.

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

### **Landscape Plans/Drawings**

If a landscape plan/drawing is desired, a professional landscape designer will meet with the customer to discuss their goals and vision for their property. A drawing fee will be required and must be paid before the drawing is completed and sent to the customer. This fee is non-refundable but will be deducted from the project's grand total should the drawing/project be accepted. Please note that drawings take additional time to prepare and may result in extended wait times.

### **Material Deposits/Payments**

Projects with material costs over \$250.00 will require a deposit in order to be placed on the schedule (unless materials are purchased directly by the customer from a nursery). Projects will not be scheduled until all materials have been able to be acquired. In some cases, material substitutions may be required.

Projects will be billed upon completion (multi-phase projects may be billed per phase). Payment is expected within 15 days from the invoice date by personal or bank-issued check or credit card.