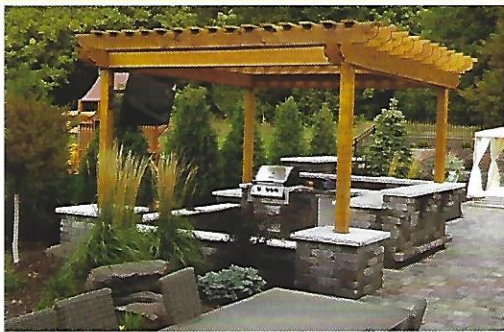


OUR PROMISE TO YOU...



1. PRICE – The price you are quoted is the price you will pay. We will not add or change your order unless you request the change and are notified of the increase or decrease in price in writing.

2. CLEANLINESS – Landscaping projects can often times “raise a lot of dust” and create a dirty workspace for a few days. We promise that we will take the time each day before we leave your project to clean up the yard, street, and any other areas that will be unsightly or cause a safety concern.

3. QUALITY – Quality is our number one focus when working on your project. No matter the size of the project it will be inspected for quality by 3 separate individuals, the Project Manager, our Operations Manager, and your Landscape Design Representative. Each individual will fill out a detailed quality checklist to ensure your project is done perfectly. If there is a quality issue noticed at any step in the installation process, it will be addressed immediately.

4. SAFETY – The safety of our crews, your family, and your neighbors is always our concern. We will call Gopher State One Call to ensure all utilities are properly marked in the areas we are working. We follow all MN DOT guidelines for our drivers and our equipment. We have strict company safety rules in place to keep our staff and your family safe.

5. COMMUNICATION – A phone call to our office between the hours of 7:30 a.m. and 4:30 p.m. will be answered by one of our staff. All messages left after regular business hours will be returned by 9 a.m. the following day. Phone calls or emails directly to your Landscape Design Representative will be returned by 9 a.m. the following day.

6. INSURANCE – We carry a high level of insurance to protect our company, our customers, and our employees. We will provide you with a copy of our certificates of insurance with your estimate upon request. **WARNING** – Hiring a contractor without proper insurance will make you, the property owner liable in many cases.

7. WARRANTY – Since we have a high level of confidence in the quality of the work we install and the materials use. We will provide each customer with a written warranty of all work we perform.

8. WE LOVE WHAT WE DO AND YOU WILL TOO!

