



## What to Expect During Your Project

- **Timing.** After your deposit is received your project will be processed and work will be scheduled. We'll make every effort to honor the start date as specified in the Landscape Construction Contract, but sometimes weather, materials availability or other items will keep us from meeting that date. YOU WILL be kept up to date regularly on the start date for your project.
- **Materials.** Materials and equipment will start arriving prior to the actual job start. We'll work with you to make sure materials are stored out of your way, but still accessible for the job. Please make sure children understand that materials storage areas may be dangerous.
- **Utility Staking.** We will call MISS DIG to have your utility lines (gas, electric, water, etc.) staked prior to the project, so you may notice some small utility flags in your yard. Although MISS DIG does flag for cable lines, cable companies rarely take the time to bury their lines more than 2-3 inches below grade, so damage does occur and in most cases can be repaired quickly.
- **Existing Underground Sprinkler Systems, Invisible Dog Fences, Etc.** We will make every effort to avoid damaging existing sprinkler systems or other underground systems not flagged by MISS DIG. Since we have no way of knowing exactly where underground lines are located or configured, damage may occur. Often, the damage can be repaired quickly, but more significant damage or re-work may be required. We will let you know about those costs as soon as we know what it will take to fix them. *NOTE: Please make sure your underground sprinkler system is turned off in the areas where we'll be doing the work for the duration of the project. Also, please make sure to flag or otherwise mark all irrigation heads so that we can avoid them with our equipment.*
- **Plant Material Substitutions.** On occasion, plants that were planned for your project suddenly become unavailable, or the current nursery stock is not up to our standards. When this happens, you'll be notified so we can make some alternate selections.
- **Project Completion.** The day the job is completed, we'll contact you to go over the job, explain any care or maintenance needed, and collect the balance due. You will be provided with detailed plant care instructions and any other specific maintenance information required. We'll also be asking you for some comments and feedback on how you liked doing business with us. Most of our business comes from word of mouth, so it's very important that you are satisfied at the end. Keep in mind, we sometimes take before and after pictures of projects for use in advertising, so you may see a picture of your project in a local paper or on a postcard in the mail!
- **Other Things to Know.** Generally, you don't have to be home while we complete your project. You should, however, be accessible by phone for any concerns/revisions that come up. Also keep in mind that landscaping can be a large undertaking; your yard may be in a state of disarray for the duration of the project. But never fear: the results are always worth a few messy days! We may leave some equipment on site during the project – we'll make every attempt to keep it out of your way. In most cases, we will need an outdoor electrical outlet and a working hose spigot.
- **Your Concerns.** Please know that Treasured Earth prides ourselves on being available to you THROUGHOUT the construction process. If at ANY TIME you have questions, changes, or additions to the project, please contact your rep. directly. As the work progresses, please point out any items that have not been completed to your satisfaction. We would rather you inform us and allow us to try to correct the problem while the job is still in progress rather than you be disappointed or dissatisfied after the job has been completed.

*We truly appreciate your business and are counting on your referrals to friends and family. We'll work with you to make sure you are completely satisfied with your project and with our Company!  
Thanks for your business!*