



What makes Eden Scapes Horticulture Service different?

At Eden Scapes, we go through extra effort to ensure that every aspect of our business is handled with the highest level of professionalism, and our employees are trained to the highest standards. Some examples of how we implement these practices in our Horticulture Service are as follows:

- Employees are trained on details of each property, such as the intended shape and size of plants and shrubs, pruning style, etc.
- Employee are trained on how to identify and treat insects, diseases, and nutrient deficiencies.
- All Crew Supervisors are provided with various modes of training and continuing education throughout the year.
- Employees are taught that we are not in the flower bed business, but in the customer satisfaction business.
- If any customer is not completely happy with a service, we return immediately to correct the problem at no charge, and take advantage of the opportunity to further train the crew that did the work.
- Each customer has a dedicated Account Manager that is always available to answer and address any questions, concerns, or comments.

It is our intention to provide you with a high level of quality in our workmanship and our service, and we look forward to turning you into another happy Eden Scapes customer!

Scope of Work & Job Specifications:

We propose to provide flower bed maintenance on a monthly or bi-weekly basis, dependent on the property's needs and the customer's desires. Horticulture service includes, but is not limited to, the following: pruning trees, shrubs and perennials as needed, assessing overall health of plants and treating insects, diseases & nutrient deficiencies, blowing out beds and rock beds, hand weeding large weeds, spraying small weeds with appropriate herbicide in beds and hard surfaces, blowing debris off of driveway, sidewalks, or other applicable hard surfaces in areas where the crew worked.

Horticulture Service Pricing Structure:

Eden Scapes takes the total cost per year then divides into 12 monthly payments so that our customers can budget their expenses and not have higher/lower costs at different times of the year. Some months more time will be spent than what is allocated in the budget, and some months less time will be spent, which is why this service requires a full 1-year cycle to balance out the costs with the time spent.

Invoicing Process:

Invoices are sent out every Wednesday, and credit cards are run every Friday. For monthly services, Invoices will be sent out the next Wednesday following the service. For bi-weekly services, Invoices will be sent out the Wednesday following the 2nd visit of the month. For customers that have additional services that are all billed together at the end of each month, this service will be added to the monthly Invoice, which will be sent out the Wednesday following the last day of the month.

Payment Terms:

All Horticulture contracts are required to have a credit card # on file, and your card is automatically billed on the Friday following the Wednesday that the Invoice is sent out, requiring no effort on your part to get your bill paid each month. The prices will have already been agreed upon, so there will never be any unexpected charges to your account. If your account is billed on a Time & Material basis, or should there be any additional services or products that were done in addition to the original contract, all customers will have 48 hrs to inquire about the charges from when the Invoice is sent on Wednesday, until the account is charged on Friday. Our credit card billing process is PCI compliant, and no one in our office ever sees your credit card #, so you never have to worry about your personal info being safe in our office. Upon acceptance of this Quote, you will be sent a separate email and prompted to enter your credit card info.

Schedule:

There will be a designated day (or two) each month in which your property will be scheduled. The day that we will visit your property will be provided upon acceptance of the contract. Because of the nature of this service, due to being subject to weather conditions and properties sometimes taking more or less time than expected, our schedule is subject to change; however, we do send out emails notifying you the day before your service, then a follow-up email if a change ends up having to be made.

Unfortunately, we cannot accept requests for service on specific days at this time, unless your job is exceptionally large (shopping centers, industrial & apartment complexes, etc.).