



What makes Eden Scapes One Time Clean-up's 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:

- The requests, details, & objectives that are conveyed at your first meeting with your Account Manager goes into our software, and all of this same information gets turned into job notes for the crew, ensuring that the specific requests that are made by each customer are seen through to the very end of the project.
- Each customer gets an email the day before the service is scheduled to take place, just to give advance notice.
- Employees are trained on how to identify and treat insects, diseases, and nutrient deficiencies; proper mulching and planting practices; following through with thorough clean-up once a job is finished, etc
- All Crew Supervisors are provided with various modes of training and continuing education throughout the year, not just on our trade, but on leadership skills, safety, etc.
- 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.
- Finally, once the project is complete, the Account Manager that you met with in the beginning will return to walk through the finished product with you and answer any questions that you may have.

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:

The details of a One Time Clean-up can greatly vary, but usually include one or more of the following: pruning and plant maintenance; fertilization & treatment of weeds, insects & diseases; seasonal flowers; re-mulching; flower bed refurbishments; landscape lighting service; irrigation service; gutter cleaning; etc.

One Time Clean-up Pricing Structure:

One Time Clean-ups are usually done on a fixed bid basis. In other words, you will be given a bid price upfront, and that price will be the total cost of the job. Sometimes, the work will be quoted on a time - and-material (T&M) basis. Even for T&M jobs, a ballpark cost will be given, but the final bill will be based off of time spent and material used.

Invoicing Process:

Once the job has been completed, the Account Manager that you worked with for the project will come to inspect the work, and to collect final payment (if paying with check). For those that are paying with credit card, the card will be run for the remaining balance once the Account Manager has signed off that the job is complete.

Payment Terms:

All One Time Clean-ups will be required to have a credit card on file, and require a 50% deposit. Upon acceptance of your quote, you will be automatically sent a form to input your credit card information into our PCI compliant system. We use a secure system, and no one in our office sees your information except for the last 4 digits of the card. For all jobs under \$1,500, upon acceptance of the proposal, your card will be charged for 50% of the total bill. For jobs over \$1,500, a deposit check can be dropped off at our office or can be picked up from you directly by someone from our office.

****Please note: No jobs will be scheduled until the 50% deposit has been received.*

Schedule:

Once the deposit is received, your job will be given a tentative spot on our schedule, and you will be notified. Then, as we get closer, you will receive an email notification the day before the job is scheduled to begin.