



What makes Eden Scapes Installation Services 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 Landscape Construction Department are as follows:

- The requests, details, & objectives that are conveyed at your first meeting goes into our software, and all of this same information gets turned into drawings, job notes, and other documents for the crew, ensuring that the specific requests that are made by each customer are seen through to the very end of the project.
- Eden Scapes employees attend weekly safety meetings, and are continually trained and tested not just on our trade skills, but also on Eden Scapes' Mission, Vision & Values, and Company Policies.
- 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 Project 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 Landscape Installation project can greatly vary, but usually include one or more of the following: installation of Irrigation, Drainage & Lighting systems; water features; trees, sod, and planting beds; masonry & hardscaping; retaining walls; and more.

Landscape Installation Pricing Structure:

Landscape Installations 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 Project 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:

For projects under \$1,500,:

- Upon acceptance of the proposal, you will be 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.
- Your card will be charged for 50% of the total Invoice once your project is scheduled. Your card will be charged the balance once the project has been completed.

For jobs over \$1,500:

- Upon acceptance of the proposal, you will be sent a pay schedule. The pay schedule will include a deposit amount, which can be paid by check or bank transfer.
- If you choose to pay via bank transfer, you will be sent a link from our office to do so. If you choose to pay by check, a check can be dropped off at our office or can be picked up from you directly by one of our staff.

******Please note: Jobs will NOT be scheduled until a 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, our office will contact you to confirm the tentative start date or with the rescheduled start date.