



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.

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.***

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.

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.

Terms & Conditions:

1. Copyright for the Drawings and Specifications belong to Eden Scapes, LLC and shall not be used or by any other contractor.
2. If changes are made to the scope of work or any addition of time or materials is made at the Customer's request, beyond the work described by the drawings and specifications, additional charges may apply.
3. Any changes, concerns or instructions for Crewmembers during project should be expressed to Account Manager, Project Manager or Operations Manager. If customer instructs crew to do

anything beyond what has been instructed by Eden Scapes' Managers, additional costs may be incurred.

4. While Eden Scapes, LLC calls in appropriate companies to have utilities marked, and takes precaution when digging around existing underground lines, Eden Scapes, LLC will not be liable for lines that are damaged. No matter what type of precaution is taken, it is inevitable that when there are lines underground that cannot be seen, that there will sometimes be damage done.
5. If certain precautions are to be taken around existing trees, **it is the customer's responsibility to have a Certified Arborist** determine what practices should be observed. Eden Scapes, LLC will not be held liable for damage resulting to existing trees as a result of standard landscape practices such as building flower beds, trenching, etc.
6. Eden Scapes, LLC warranties and guarantees all plants for a period of 6 months, and assuming that the Landscape has a properly functioning Irrigation System, excluding annuals, lack of proper maintenance, and acts of God; the warranty also covers defects in workmanship for a period of one year for all installations. The warranty takes effect from the date Eden Scapes, LLC submits the invoice for final payment, provided the Owner has paid Eden Scapes, LLC in full for all work performed under this agreement. The warranty does not apply if the Customer is in default of this Agreement or to the effects of normal corrosion, erosion or wear and tear or against damage or deficiencies caused by the faulty operations or maintenance of the Customer, including the failure to properly maintain, water or protect planting material.

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