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## Payment Policy Replacement Policy

### **Payment Policy:**

Plantperfect requires a down payment on all jobs. Jobs will not be scheduled nor materials ordered without down payment. Balance is due upon completion.

### **Replacement Policy:**

Plant materials are guaranteed for one year from the date of installation. Plantperfect will replace **once at no cost** any tree, shrub, evergreen or perennial that fails to grow during its first full year, providing that such failure to grow is not in Plantperfect's opinion due to neglect or improper handling by customer, or due to pestilence or disease occurring after installation. Hardscaping is guaranteed for five years from date of installation for material defect and workmanship.

If you have concerns or feel there might be a problem with your landscape, please contact us. A representative from Plantperfect may look at the plants in question or may ask you to bring in the dead plant to receive a replacement. A per person hour planting service fee will be charged for Plantperfect staff to install the replacement(s).

Typically, new plants take longer to leaf out in the spring. Therefore, it is our policy to look at questionable plants after mid May and do any required replacements in early June. Continue to follow the guidelines in the watering instructions for all plants, including the plants in question. For any plants that are replaced, please treat them as you would new installations.

### **“Acts of God”**

Floods, winds in excess of 60 mph, heavy hail/snow, exceptional or untimely freeze, and excessive draught can not be predicted and Plantperfect is not responsible for any damage to plant material from the previous “Acts of God.”